

## **Centre Complaints Procedure**

If you are dissatisfied with the service received, you have the right to complain. There are 2 stages in the complaints procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the complaint as it progresses.

### **Stage 1**

If you are dissatisfied with the service received, you have the right to complain to the manager responsible for your qualification. This complaint must be in writing, within 5 working days of the incident taking place and clearly indicate:

- the reasons for the dissatisfaction with the service
- the evidence that you believe substantiates your complaint

The manager will review your request and provide written feedback to you within 5 working days of your complaint being received.

If you are not satisfied with the outcome of Stage 1 of the procedure you may proceed to Stage 2.

### **Stage 2**

If you are not satisfied with the result of Stage 1, you have the right to complain to FireQual. This complaint must be in writing and should be submitted following the requirements of FireQual, details of which will be provided to you by us on request.

Please note that there may be a financial charge to the complaints process, made by FireQual, and details of this can be accessed by contacting them directly.

Once stage two has been completed and, if you are not satisfied with the outcome, you can escalate a complaint to the relevant Regulator for the qualification.

For qualifications regulated by Ofqual

[www.ofqual.gov.uk](http://www.ofqual.gov.uk)

For qualifications regulated by CCEA

[www.ccea.org.uk](http://www.ccea.org.uk)

For qualifications regulated by SQA Accreditation

[www.accreditation.sqa.org.uk](http://www.accreditation.sqa.org.uk)

For qualifications regulated by Qualifications Wales

[www.qualificationswales.org](http://www.qualificationswales.org)

### **C.S. Todd & Associates Ltd**

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Certificate Number 860  
ISO 9001

The Regulators publish and operate complaints procedures which can be accessed through their websites. When processing complaints, Regulators will ask for all evidence relating to the complaints and outcomes that have been taken to date to aid in their decision making.

If a complaint is raised regarding a qualification regulated by SQA Accreditation and the outcome of the SQA Accreditation complaints process is not satisfactory, an organisation, Centre, candidate or person(s) on behalf of the candidate may escalate their complaint to the Scottish Public Services Ombudsman (SPSO).

The SPSO cannot normally look at:

- A complaint that has not completed all previous stages
- Events that happened, or that you became aware of, more than a year ago
- A matter that has been or is being considered in court

The SPSO will only consider complaints from public bodies, e.g. FE colleges and local authority Centres. Those who are not undertaking qualifications at a Centre that is a public body will not be able to escalate a complaint to the SPSO.

### **Extraordinary Circumstances**

If your complaint relates to one of the following circumstances, you should contact FireQual directly rather than progressing through the complaints process as detailed above:

- Instance of malpractice whether suspected or actual
- Other reasons you feel warrant a whistleblowing disclosure

Please be aware that FireQual operates a Vexatious Behaviour policy with which all submissions are measured against prior to being considered to ensure that only warranted submissions are processed in line with their complaints process.

Date: 01.06.2024

Signature: 

Name: Colin Todd

Position: Managing Director