
	3/5/2016		Sean Hayes
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3c. Complaints without satisfactory conclusion

If the actions taken by GQA do not resolve the issue, the complainant has the right to progress the complaint to the relevant regulatory authorities. Contact details of whom will be provided to the complainant.

GQA will forward all relevant information on the complaint to the relevant Regulatory Authority and respond to actions accordingly.

NB1 Candidates on Scottish Qualifications with FE Colleges or Local Authority centres with continued disagreement following any Regulatory Authority decision, can escalate their complaint to the Scottish Public Service Ombudsman (SPSO). Please note that the SPSO will not consider academic complaints such as disagreement with assessment decisions as these should be dealt with under the normal Awarding Body and Approved Centre Appeals procedures.

NB3 Please note that the SPSO expects the majority of complaints to be handled within five days for initial response and twenty days for cases requiring further investigation.

NB2 Further information from the SPSO can be found at <https://www.spsso.org.uk/how-to-handle-complaints>

4. Relevant personnel ensure completion of GQA 243 and that the complaint is resolved within GQA's online platform.

GQA 243 – Complaints against GQA

The Further Education Model Complaints Handling Procedure (SPSO)