

RECAO Policy Document Complaints

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Policy is for the use of:	Current RECAO centres, Centre Staff, Leaners, Apprentices, Third Parties and AO Staff.

Date	Owner	Section	Amendment
09/21	SC	All	New Document
07/24	SC	Ref Table All Headings 1	Change of Address Updated to corporate colours Change of Address
01/26	SC	All 5	Removal of all references to Accredited Centres Paragraph 2 insert of 'we'

Introduction

RECAO is a Regulated Awarding and End Point Assessment Organisation offering qualifications and End Point Assessments linked to the recruitment sector.

At the RECAO we recognise that on rare occasion we may fall short of our normally high standards of customer service, and we understand how important it is to have a clear complaints process to support you in raising your concerns.

This document sets out how you can raise your concerns with us, the process we will follow and the timeframes you can expect for a response.

If you have any questions or feedback about this document, please email centres@rec.uk.com in the first instance.

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Section 1 – Our Complaints Process

The RECAO is committed to offering the highest level of quality and customer orientated service, and anyone who feels that they have not received this expected level of quality of service has the right to challenge us and raise their concerns.

Where we receive a complaint about the Awarding Organisation, we will ensure that they are dealt with as a matter of urgency and in line with this policy.

1. Making a Complaint

If you have a complaint about us, we will ask you to place your concerns in writing, setting out the reasons for the complaint, providing any relevant supporting evidence and your expectations on how you would like us to resolve the issue.

Please send your complaint to:

By email: centres@rec.uk.com

By post: RECAO,
4th Floor, 20 Queen Elizabeth Street
London, SE1 2LS

We will acknowledge your complaint within three working days of receipt.

2. Review

Following receipt of your complaint, we will carefully review the content and the concerns being raised to determine whether:

- the complaint relates to:
 - the action/inaction of the RECAO,
 - the approved centre,
 - the examination process, system, or content,
 - the invigilation process, system, or staff,
 - malpractice or maladministration.
- the complaint has any merit,
- there is a serious threat to the integrity of the RECAO, our qualifications, results, or certifications.

As part of this initial review, we will undertake a review of our records relating to the concerns raised to determine the veracity of the complaint.

3. After the review

Once we have completed our review, we will make one of the following decisions:

- To uphold the complaint,
- To reject the complaint,
- To refer the complaint for further investigation.

Following our review, we will write to you to confirm our findings and decision.

Where we determine that further investigation is required, we will inform you of this and the complaint will be transferred to our malpractice and maladministration policy and procedure.

4. What happens next?

We aim to complete the complaints process and respond to you with the outcome within 28 working days of receipt.

In more complicated cases, where we are required to conduct further investigations, we will keep you updated on our progress throughout the investigation process.

Important: Where a complaint is transferred to a full investigation, depending on the issue raised, we may not be able to provide you with any detailed updates, however, we will inform you of the outcome.

Where we are able to provide you with information, you can expect to receive the following updates:

Stage		From Receipt/Last Update within (working days)
1	Acknowledgement of receipt	3
2	Notification of outcome (standard complaint)	28
3	Notification of investigation (non-standard complaint)	10
4	Investigation update	28
5	Where required updates will continue every:	15

5. Reparations

Where we uphold a complaint, we will take all necessary corrective and preventative actions as required.

Where a complaint relates to a system, assessment or marking issue, we will also review all other submissions to ensure that no other learner or centre has been affected.

We will also review our internal processes to ensure these remain appropriate and compliant with the General Conditions of Recognition.

Important: In some instances, complaints relating to a candidate's results may be upheld, but either no change is made to the overall result, or the overall result is deemed to be lower than the original mark.

6. Notifying Other Awarding Organisations

The General Conditions of Recognition require that we must notify other Awarding Bodies where we believe a complaint, or investigation, is likely to impact another awarding body(s).

In dealing with any complaint, we must pay due regard to this requirement and notify other Awarding Bodies, as appropriate.

This will usually be appropriate where:

- The Awarding Organisation offers the same qualification,
- The Approved Centre is also approved with another Awarding Organisation for the same or different qualifications,
- There is a significant possibility the Approved Centre may attempt to move to another Awarding Organisation to avoid sanctions and continue sub-standard practices,
- The Approved Centre has indicated that they are seeking approval with another Awarding Organisation. (This list is not exhaustive)

7. Notifying the Regulator

In some instances, where the issue could result in an Adverse Effect, we will notify the Qualifications Regulator, Ofqual.

Where this approach is necessary, all RECAO staff, Centres, Centre Staff and Learners are required to fully co-operate with the investigation and any subsequent actions or requirements.

8. Appeals

If you remain unhappy with our decision, complainants may submit an appeal.

For information about appeals, please refer to the Results Enquiries and Appeals Policy available on our website: <https://www.rec.uk.com/about-the-rec/awarding-organisation>

Please be aware that the appeals process is subject to additional charging, refunded should the appeal be successful.