



The Qualification Hub

Policy, Procedures and Documents

Complaints policy and procedure

Version

1.0

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thequalificationhub.com |



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Introduction

This document outlines The Qualification Hub (TQH) Complaints Policy and Procedure and is intended for recognised centres, learners and other stakeholders who use, or are affected by, the qualifications and services provided by The Qualification Hub.

We value the recognised centres that deliver our qualifications, the learners who undertake them and all other stakeholders who engage with our services. Our aim is to provide a high-quality, responsive and professional service at all times.

We are committed to continuous improvement and welcome feedback from our customers. If you believe that the service you have received has fallen below your expectations or our own standards, we encourage you to raise your concerns with us as soon as possible so that we can investigate the matter, resolve any issues where appropriate, and use the feedback to improve our services.

Scope

This policy covers complaints made by learners, recognised centres, members of the public and other stakeholders relating to the qualifications, services or activities provided by The Qualification Hub.

This policy does not apply to appeals against decisions made by The Qualification Hub. Such matters will be managed in accordance with TQH's Appeals Policy. Where a complaint is received that is more appropriately dealt with as an enquiry or an appeal, we will inform the complainant and manage the matter under the appropriate policy or procedure.

If you are concerned that malpractice or maladministration may have occurred in relation to the delivery, assessment or quality assurance of a qualification, the matter should be reported in accordance with TQH's Malpractice and Maladministration Policy.

Centre responsibility

Recognised centres must take reasonable steps to ensure that staff involved in the delivery, assessment and quality assurance of TQH qualifications, together with their learners, are aware of this policy.

Centres are expected to have their own complaints procedure in place to manage complaints relating to the services they provide. Where a complaint relates to the operation of a recognised centre, the complaint should normally be considered through the centre's own complaints procedure before being referred to The Qualification Hub.



Review arrangements

This policy will be reviewed annually by the Head of Quality Assurance as part of The Qualification Hub's annual self-evaluation arrangements and presented through TQH's governance arrangements for approval. The policy may also be reviewed earlier where required in response to customer, learner or regulatory feedback, changes in legislation, changes to TQH's operational arrangements, or trends identified through complaints received.

If you would like to provide feedback on this policy, please contact us using the details provided at the end of this document.

How should I complain?

Our staff are committed to providing a professional and responsive service, and we encourage concerns to be raised at the earliest opportunity so that they can be resolved quickly and effectively.

Recognised centres should normally submit complaints through The Hub using the Complaints Form, together with any supporting evidence. Complaints should be submitted as soon as reasonably practicable after the event giving rise to the complaint. Whilst complaints should normally be made within 30 days of the event, TQH may consider complaints received outside this timeframe where there is a reasonable justification or where the nature of the complaint warrants investigation.

Where appropriate, concerns may also be resolved informally by speaking to the member of staff who has been dealing with the matter. If the issue cannot be resolved, or you wish to escalate the matter, you may contact the Head of Quality Assurance using the contact details provided at the end of this policy.

Learners and members of the public who wish to complain about the service provided by a recognised centre should normally exhaust the centre's own complaints procedure before referring the matter to TQH. However, complaints may be made directly to TQH in exceptional circumstances, for example where there is evidence of a significant failure to comply with TQH requirements or where it would be unreasonable to expect the complainant to pursue the matter through the centre first.

What information should I provide?

When submitting a complaint, please provide:

- your full name and contact details, including a daytime telephone number and email address;



- a clear description of your complaint, including relevant dates and, where known, the names of those involved;
- copies of any relevant correspondence or supporting evidence; and
- details of any action already taken to resolve the matter.

Anonymous complaints will be considered where appropriate. However, it is normally helpful for complainants to provide their identity and contact details to assist the investigation. Where confidentiality is requested, TQH will take reasonable steps to protect the complainant's identity, although this cannot always be guaranteed if disclosure becomes necessary as part of the investigation or is required by law.

Where a complaint is received anonymously, TQH will normally seek to verify the information through independent enquiries before taking further action.

Complaints received from regulatory authorities

Where a regulatory authority notifies TQH of an issue relating to qualification delivery, assessment, quality assurance or awarding arrangements, the matter will be investigated in accordance with this policy to determine whether the issue could affect TQH qualifications, services or compliance arrangements.

What will happen to my complaint?

We will acknowledge receipt of your complaint within 2 working days and advise you who will be responsible for investigating the matter.

The Head of Quality Assurance is responsible for overseeing the complaints process and will appoint an appropriately competent member of staff to investigate the complaint where appropriate. All investigators will be independent of the matter under review and will have had no previous involvement or personal interest in the complaint. Where the Head of Quality Assurance has been directly involved in the matter, another appropriately senior member of staff will oversee the investigation.

All complaint records, evidence, communications, decisions and actions will be recorded within The Hub to provide a complete audit trail.

TQH aims to complete complaint investigations within 20 working days wherever reasonably practicable. Where a complaint is particularly complex or requires additional enquiries, we will advise the complainant of the revised timescale and keep them informed of progress throughout the investigation. We may contact you during the investigation to request further information or



clarification where necessary. Once the investigation has concluded, we will write to you setting out our findings, the reasons for our decision and, where appropriate, any actions to be taken.

Successful complaints and/or issues brought to our attention by the regulatory authorities

Where a complaint is upheld, TQH will inform the complainant of the outcome and any actions that will be taken as a result. Responses will normally be provided through The Hub or, where the complaint was submitted directly, by email or letter.

The Head of Quality Assurance will ensure that appropriate corrective actions are implemented and will consider whether the complaint identifies opportunities to improve TQH's qualifications, assessment arrangements, quality assurance activities, policies, procedures, guidance materials or customer service. Where appropriate, additional staff training, quality assurance activity or other corrective measures will be implemented. In exceptional circumstances, matters relating to the conduct or performance of TQH staff may be managed through the organisation's internal disciplinary procedures.

Where a complaint is upheld, or where a regulatory authority identifies a weakness in TQH's arrangements, we will, where appropriate:

- identify any learners, recognised centres or other stakeholders who may have been affected;
- correct, or where this is not possible, mitigate any actual or potential adverse effects;
- review and strengthen our policies, procedures and operational arrangements to reduce the likelihood of recurrence;
- implement any necessary corrective or preventive actions;
- record the lessons learned and incorporate them into qualification review, centre monitoring, quality assurance activities and TQH's annual self-evaluation arrangements; and
- notify the relevant regulatory authority where required by the General Conditions of Recognition.

What if I am not happy with the outcome?

If you are dissatisfied with the outcome of your complaint, you may request a review by the Head of Quality Assurance. Where the Head of Quality Assurance has been directly involved in the original complaint, the review will be undertaken by the Chief Executive Officer or another appropriately senior member of staff who has had no previous involvement in the matter.

If, following the review, you remain dissatisfied, you may pursue the matter through TQH's Appeals Policy where applicable.



Once TQH's internal procedures have been exhausted, you may refer the matter to the relevant regulatory authority, where appropriate (for example, Ofqual in England or CCEA Regulation in Northern Ireland).

Summary of TQH Complaints Policy

The Qualification Hub (TQH) is committed to providing a high standard of service to recognised centres, learners and all stakeholders. We welcome feedback and encourage concerns to be raised promptly so that they can be investigated fairly, resolved where appropriate and used to improve our services.

Complaints should normally be submitted through The Hub, or directly to TQH where appropriate, as soon as reasonably practicable after the event. All complaints are acknowledged within 2 working days and are overseen by the Head of Quality Assurance, who will appoint an appropriately competent investigator where required. TQH aims to complete complaint investigations within 20 working days, although more complex complaints may require additional time.

Where a complaint is upheld, TQH will implement appropriate corrective actions, record lessons learned and use the findings to strengthen its qualifications, quality assurance arrangements, centre monitoring and continuous improvement activities.

If you remain dissatisfied with the outcome of your complaint, you may request a review in accordance with this policy and, where applicable, pursue the matter through TQH's Appeals Policy. Once TQH's internal procedures have been exhausted, complaints may be referred to the relevant regulatory authority where appropriate.



Complaint Resolution Process



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Contact us

If you have any queries about this policy or require advice on making a complaint, please contact the Head of Quality Assurance:

Email: qualityassurance@thequalificationhub.com

