

# ICTQual AB

## Complaint Policy



**Website**  
[www.ictqualab.co.uk](http://www.ictqualab.co.uk)

**Email:**  
[Support@ictqualab.co.uk](mailto:Support@ictqualab.co.uk)

# **ICTQual AB**

## **Complaint Policy**

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## 1. Introduction

ICTQual AB UK Ltd is committed to delivering high-quality services and maintaining excellent relationships with its Centres, learners, and stakeholders. However, we acknowledge that there may be occasions when individuals or organisations feel dissatisfied with an aspect of our services. This Complaints Policy outlines our approach to handling complaints in a fair, transparent, and timely manner.

## 2. Purpose

The purpose of this policy is to:

- Provide a clear process for raising and handling complaints.
- Ensure that complaints are dealt with impartially, efficiently, and within reasonable timeframes.
- Promote continuous improvement by using feedback from complaints to enhance our services.

## 3. Scope

This policy applies to:

- Learners enrolled on ICTQual qualifications.
- Centres approved by ICTQual AB UK Ltd.
- Employers or other stakeholders involved with ICTQual services.

*Complaints related to assessment decisions should follow the Appeals Policy unless they involve a breach of procedure or misconduct.*

## 4. Definition of a Complaint

A complaint is an expression of dissatisfaction regarding:

- The quality of service provided by ICTQual AB UK Ltd.
- The conduct or behaviour of ICTQual staff or representatives.
- The implementation of policies, procedures, or processes.

## 5. How to Raise a Complaint

### 5.1.1 Informal Resolution

- Wherever possible, complaints should first be raised informally.
- Contact the ICTQual representative or support team to discuss the issue.
- We aim to resolve informal complaints within 5 working days.

### 5.1.2 Formal Complaint

If the issue cannot be resolved informally, a formal complaint can be submitted:

- **Step 1:** Submit the complaint in writing to [Support@ictqualab.co.uk](mailto:Support@ictqualab.co.uk).
- **Step 2:** Include the following details:
  - Full name and contact information.
  - Centre name (if applicable).
  - Description of the complaint, including key details and supporting evidence.
  - Desired outcome or resolution.

## 6. Complaint Handling Process

### 6.1 Acknowledgement

- ICTQual will acknowledge receipt of the complaint within 3 working days of receiving it.
- A unique reference number will be assigned for tracking purposes.

### 6.2 Investigation

- A designated team will investigate the complaint thoroughly.
- This may involve reviewing documentation, interviewing involved parties, and gathering evidence.

### 6.3 Response

- A formal response will be provided within 10 working days of acknowledging the complaint.
- If the investigation requires additional time, the complainant will be informed of the revised timeframe.

### 6.4 Resolution

- If the complaint is upheld, appropriate corrective actions will be implemented, and the complainant will be informed of the outcome.
- If the complaint is not upheld, reasons will be clearly communicated.

## 7. Escalation

If the complainant is dissatisfied with the outcome, they may request a review:

- *Submit the escalation request to [Support@ictqualab.co.uk](mailto:Support@ictqualab.co.uk) within 10 working days of receiving the response.*
- A senior manager will review the case and provide a final decision within 15 working days.

## 8. Confidentiality and Data Protection

ICTQual AB UK Ltd will treat all complaints confidentially and in accordance with applicable data protection laws. Information will only be shared with individuals directly involved in the resolution process.

## 9. Monitoring and Continuous Improvement

ICTQual AB UK Ltd is committed to learning from complaints to improve our services and processes. Complaints will be reviewed periodically, and trends will be identified to inform strategic improvements.

## Contact Information

*For any questions, concerns, or suggestions regarding this policy, please contact us at [Support@ictqualab.co.uk](mailto:Support@ictqualab.co.uk).*

## ICTQual AB

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