



# Complaints Policy

## **Introduction**

This document sets out the Vista Education complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Vista Education.

At Vista Education we value our learners and aim to provide a professional service at all times.

It is, therefore, important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

## **Scope**

This policy covers complaints that learners, members of the public and other stakeholders may wish to make in relation to the qualifications offered by Vista Education.

It is not to be used to cover appeals in relation to assessment decisions made by Vista Education. This area is covered by a separate procedure. Should a complaint be submitted which is in fact an appeal then this will be considered in accordance with our published Appeals Procedure.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

## **Vista Education's responsibility**

We ensure that our staff and learners are aware of the contents of this policy.

## **How to complain**

### **Stage 1**

All Vista Education staff are keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of, your issue/complaint.

### **Stage 2**

If the Vista Education staff member cannot help, or if you wish to speak to someone else regarding the problem, please contact our Lead Internal Verifier who will acknowledge receipt of your complaint within 2 working days and will respond with a proposed solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the reasons and the expected timescale for the response to be provided.

### **Stage 3**

If stage 2 is not possible, or if you are not satisfied with the outcome provided by this member of staff, please send written confirmation of your complaint detailing all aspects (including any evidence and communications already received) to a Director of Vista Education.

The Director will acknowledge receipt of your complaint within 2 working days and will respond with a proposed solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the reasons and the expected timescale for the response to be provided.

### **For learners studying with Active IQ**

If at the outcome of Stage 3 you are unhappy with the outcome, you can contact Active IQ directly if you feel there was a significant breach of Active IQ's various procedures (available here: <https://www.activeiq.co.uk/for-centres/policies-and-procedures>). Contact details can be found on Active IQ's website (available here: <https://www.activeiq.co.uk/contact-us/> ).

## **Confidentiality and whistle blowing**

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity. If you do not advise us of your contact details we cannot inform you of the outcome of any investigation.

## **What happens if my complaint is upheld?**

If any part of your complaint is upheld we will respond accordingly and give due

consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, Vista Education will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who may have been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- take all reasonable steps to ensure that the failure does not happen again
- offer compensation if we have compromised our terms and conditions that form part of the contract between us and the learner in question

## **COMPLAINTS FORM**

This form can be completed online via this link:

<https://forms.gle/JUeF6h645Weg5Zy58>

You may also submit your complaint in writing or via email. Please ensure you provide as much detail as possible.

Your name	
Address	
email	
mobile	
Details of the complaint	
Any actions taken to resolve the complaint	
What outcome do you hope to achieve	
Evidence to support your complaint	
Signed	
Date	

Vista Wellbeing CIC, 1 Mill Lane, off Mill Road, Barnstaple, Devon EX31 1JQ

vistaeducation.centre@gmail.com

Policy Review: this policy will be reviewed annually as a minimum.

Responsible Person: Sue Ward

Created: October 2021

Date of next review: August 2025