Complaints Policy

Our aim:

Cadet Vocational College takes pride in the way it creates its courses and the way it delivers and works with its learners. Having said that, there may be times where our service, standards or quality may slip. That's why we take every complaint seriously and these will be responded to within one working day of the complaint being made.

All complaints should be e-mailed to complaints@cvcollege.org or sent by post to:

Complaints
Cadet Vocational College
3 Archipelago
Lyon Way
Camberley
Surrey GU16 7ER

Complaint procedures tend to be quite onerous and involve much administration, such as recording and monitoring each stage to ensure nothing is missed. For this reason, Cadet Vocational College will keep complete records for both improving our systems and the way we work in the future, as well for external verification if required - for a minimum of 18 months.

If your complaint relates to an issue of malpractice or maladministration by a learner or member of our staff team Cadet Vocational College will follow the procedure as set out in line with our malpractice policy. All suspected or actual cases of malpractice and maladministration will be reported to the Awarding Organisation immediately as set out within the requirements of the Awarding Organisation.

To do this, we will:

1. Send you an email acknowledging receipt of your complaint within one working day, enclosing a copy of our Complaints Policy. We will arrange for your complaint to be fully investigated.
2. Make a detailed written reply to your complaint, including any suggestions for resolving the matter, which will be sent to you within a further 3 to 5 working days

If you are not happy with the outcome of the investigation, you can refer your complaint to the Director of Quality and Curriculum, who will respond to you within one working day acknowledging your email. Having further

investigated your complaint we will then write to you within a further 3-5 working days explaining our reasons or extended resolution.

If you remain dissatisfied following Cadet Vocational College's formal review and final decision, you can exercise your right to escalate your appeal to the relevant awarding organisation or regulatory body listed below:

City & Guilds

Telephone: 0207 294 2468

E-mail: feedbackandcomplaints@cityandguilds.com

Institute of Leadership & Management (ILM)

Telephone: 01543 266867

E-mail: complaintsandcompliments@i-l-m.com

Pearson Edexcel

Telephone: 0845 618 0440

E-mail: pqsmalpractice@pearson.com

Scottish Qualification Authority (SQA)

Telephone: 0345 279 1000

E-mail: customer@sqa.org.uk

The Office of Qualifications and Examinations Regulation (Ofqual)

E-mail: complaints@ofqual.gov.uk

Useful website links:

- BTEC qualification specifications: These provide guidance on assessment for each BTEC qualification.
- Enquiries and appeals about Pearson vocational qualifications and End Point Assessment Policy: This is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted.
- ILM policies and guidance