



## CYQ Complaints Policy

CYQ is committed to providing high-quality awarding body services and we will resolve any problems you may have with our service as quickly as possible.

All complaints will be treated seriously, and confidentially. Please note that in order to properly investigate your complaint it may be necessary to disclose limited, relevant information, to third parties in the form of personal data i.e. information from which you can be identified. Information about a complaint will only be given to people directly involved and everyone involved will be advised of the need for confidentiality.

Fair treatment for all is paramount.

CYQ welcomes feedback in order to constantly improve our products and services, therefore feedback and complaints are an important source of information for improving our services and delivering quality products.

CYQ has a formal complaints procedure to ensure complaints are dealt with in a professional manner. A complaint or dissatisfaction with our service can be brought to the attention of Alison Letch, Customer Support Manager by emailing [a.letch@cyq.org.uk](mailto:a.letch@cyq.org.uk) or by telephone on 020 7343 1800.

If you wish to write to us our address is: Central YMCA Qualifications, 112 Great Russell Street, London WC1B 3NQ.

We will ensure that an acknowledgement of your complaint is made in writing within 48 working hours, giving an indication of our proposed action. A considered response would then normally be made within 14 working days. You should include:

- A clear explanation of the nature of your query or complaint
- Your full name and candidate/learner number (if applicable)
- Your centre name and course (if applicable)
- Copies of any relevant supporting documentation

Our procedure covers all complaints about administration, administrative support, verification services, supporting resources and training provided by CYQ, including any allegations of discrimination and harassment. This procedure also includes complaints about CYQ-approved centres.

If your complaint is about a CYQ-approved centre, you should in the first instance contact the centre setting out the nature of your complaint and this should have been followed to a conclusion by the centre's own complaints policy and procedure.

If your complaint relates to CYQ products and services then it should be addressed to the Customer Support Manager. If the complaint relates to the Customer Support Manager, then it should be addressed to the Director - Awarding.

If, following our full response, you feel that your complaint has not been adequately addressed then you have the right to appeal in writing to the Chair of the CYQ Independent Committee at the above address setting out the reasons for your continued dissatisfaction. The Chair will respond with a final decision concluding the matter.



For SQA accredited qualifications, you have the right to complain in writing to the Scottish Qualifications Authority, if you believe that your complaint has not been adequately addressed