



## Learner Complaints Procedure

If your complaint relates to your learning experience at a CYQ-approved centre, you should in the first instance contact the centre in writing to outline the nature of your complaint and this should have been followed to a conclusion by the centre's own complaints policy and procedure.

If, as a result of following the centre's complaints policy and procedure, you wish to escalate the complaint to CYQ you will need to do so in writing by sending an official letter of complaint and evidence of your previous correspondence with the centre, i.e. a copy of the letter sent to them and any return correspondence. These documents should be addressed as follows:

Lead External Quality Assurer  
Central YMCA Qualifications  
112 Great Russell St  
London  
WC1B 3NQ

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 CYQ Independent Committee at the above address setting out the reasons for your continued dissatisfaction. The Independent Committee 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.