

Complaints Policy

Policy Statement

This process applies to all Summit Qualifications UK staff, contracted independent end point assessors, apprentices, training providers, employers, and stakeholders. This document sets out guidance on how to lodge a complaint or an appeal to Summit Qualifications UK.

Introduction

Summit Qualifications UK is dedicated to delivering a high standard of customer service. We understand that apprentices should have access to fair and reliable assessments.

A Complaint is a report of Summit Qualifications UK or its staff conducting activities in a way that the complainant is not satisfied with, but that does not directly affect the overall outcome of the assessment. For example, a complaint may arise where the overall EPA grade for the learner was not given within the agreed timeline.

The process for submitting complaints and appeals is described below:

Complaints Process

When Summit Qualifications UK receives a complaint, it will be treated with respect and will be dealt with promptly.

Except in exceptional circumstances, we will keep your complaint confidential but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations, we will discuss this with you.

Summit Qualifications UK process for complaints involves:

- Receiving a complaint
- Acknowledgement
- Evaluation (may include a request for more information)
- Response
- Notifying the regulators or IfATE (where required)
- Record the complaint.

Submitting a complaint

If you have a complaint about Summit Qualifications UK's service, please use the link for the online complaint form located in the footer of the website www.summitqualifications.co.uk or the Summit EPA portal <https://summit.ior.org>.

Please provide as much detail as possible as this will help Summit Qualifications UK to investigate your complaint.

Acknowledgement

Summit Qualifications UK will contact the complainant within 5 working days of receipt to acknowledge the complaint.

Evaluation

Summit Qualifications UK will review the information provided and decide as to whether it is suitable to either:

- Investigate the complaint directly; this investigation will be carried out by the Quality Manager and the Managing Director.
- Bringing the matter to the attention of the head of the Awarding Body and/or EQA provider (external quality assurance provider), asking them to investigate the complaint and to report on the outcome.

Response

Summit Qualifications UK will respond to the complainant with an update or outcome via email within 30 days of the original complaint or if additional information has been requested 30 days after receipt of satisfactory additional information.

In more complex cases, an outcome within 30 days may not always be possible. In these circumstances we will ensure that we keep you updated on the progress of your complaint.

The feedback will include details of any preventative or counteractive action to be taken.

Notifying the regulators or IfATE

In cases where there is credible evidence of an adverse effect e.g., cases



with alleged fraud or serious threat to the integrity of our end point assessment service or the AO, Summit Qualifications is required to escalate the matter immediately to IfATE and our regulators.

Record the complaint

The complaint will be logged on the portal <https://summit.ior.org>, Summit Qualifications UK in-house EPA portal.

If you are not satisfied with the outcome of your complaint, you can take the matter further by asking for the complaint to be escalated to the appropriate manager who will evaluate all the information and ensure the correct process has been carried out.