



## 06-03-13\_EMS Cognito Complaint & Grievance procedure v2.1.1

Written	MG
Approved	RK
Date	23-May-19
Review	18-Mar-22

Change summary
Updated to new template 23/05/19 Updated wording port SQA Systems Audit April 19
To complete this task, you will need to use;
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Roles and Responsibilities
<b>Consultant</b> To provide candidates with guidance on the procedure to be followed if a complaint or grievance is to be made.
<b>Candidate</b> Candidates can notify EMS Cognito of any complaint or grievance and be dealt with efficiently. This procedure should not be used for challenging assessment decisions – Procedure 06-03-07 Internal Assessment Appeals Procedure should be used instead.

#	Instruction	Notes	Visual
1	EMS Cognito endeavour to provide candidates with the best service possible, however we recognise that occasionally some candidates may experience problems.		
2	We also recognise that complaints are a valuable form of feedback on our service delivery. EMS Cognito value all candidate feedback as part of our continuous improvement of how we deliver our training. This procedure will be available to candidates as part of the course induction.		
3	If you have a contact name within EMS Cognito please contact via email and detail your initial complaint/grievance to them. If however you do not have a contact name within EMS Cognito please forward your initial complaint/grievance to <a href="mailto:info@emscognito.co.uk">info@emscognito.co.uk</a> and a member of the team will get back to you within 5 working days. The complaint will be logged and discussed internally. If the initial complaint cannot be resolved with immediate action or the subject matter is considered very serious, candidates should follow the formal complaints procedure.		
4	To report a formal complaint you should contact a member of the EMS Cognito team in writing by email or by post. Your complaint will be logged, passed on to the appropriate contact and an acknowledgement will be sent to you within 5 working days. Our aim is to provide a considerable response within 15 working days of receiving your complaint. If for any reason we are unable to provide a response in this time, you will be kept up to date for the reasons why it has been delayed and a date will be provided in which we will provide you with a full reply		



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5	<p><b>To make contact by email please send to:</b>  <a href="mailto:info@emscognito.co.uk">info@emscognito.co.uk</a></p> <p><b>To make contact by post please send to:</b>          EMS Cognito          15 Queens Gate, Stoke Bishop, Bristol, BS9 1TZ</p>		
6	<p>Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider the complaint if you have already gone through all stages of EMS Cognito’s complaints procedure above and remain dissatisfied with the outcome, or the way in which your complaint was handled.</p> <p>SQA will deal with complaints about:</p> <ul style="list-style-type: none"> <li>◆ assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment</li> <li>◆ dissatisfaction with the way in which the centre handled the complaint</li> </ul> <p>SQA will not deal with complaints about:</p> <ul style="list-style-type: none"> <li>◆ assessment decisions (use Appeals or Post-results Services)</li> <li>◆ the wider experience of being a candidate (eg support services, facilities)</li> </ul>		