



QAA Complaints Procedure

1 We are committed to providing the best possible service, and to working in an open and accountable way. One of the ways in which we continue to improve our service is by listening to the views of our members, stakeholders, and customers. This includes responding positively to complaints and putting mistakes right.

2 If you are not satisfied with the service you have received from us, please let us know.

How to make a complaint about QAA

3 First, you should contact the person you have been dealing with at QAA, so they can assist you and try to find a resolution.

4 If you are not satisfied with the explanation you receive and the resolution, you can contact the QAA Governance team in one of the following ways:

- **Email:** send details of your complaint to Governance@gaa.ac.uk
- **Post:** send your complaint in writing to Governance team, QAA, Southgate House, Southgate Street, Gloucester, GL1 1UB
- **Phone:** call 01452 557000 to discuss your complaint with a member of the Governance team

5 Please provide your full name, postal address, phone number and email address. We will normally contact you by email, but let us know if that is not convenient.

Standards for handling complaints

6 We will be better able to respond to your complaint if it is raised promptly and accompanied by supporting information. Please state the area, date and time of incident to which your complaint relates, and provide supporting evidence and any relevant information regarding communication you have had with us on the subject.

7 We will:

- handle your complaint with courtesy, respect, and fairness
- give full reasons for the outcome
- use any knowledge and experience gained from complaints to improve how we operate.

Formal Complaints Procedure

8 Once your complaint has been received by the Governance team, the complaint is logged and acknowledged, normally within three working days of receipt.

9 The Director of Corporate Affairs will consider the complaint and decide how it will be dealt with. All complaints will be handled by an officer who has no conflict of interests with the subject of the complaint. The Director of Corporate Affairs may decide to involve other colleagues in the consideration of your complaint, including (but not limited to) those from internal departments, independent reviewers, and members of the QAA Board and committees.

10 When consideration of your complaint is complete, the Director of Corporate Affairs (or nominated representative) will contact you to explain the outcome. We aim to respond to complaints within four weeks of receipt, but sometimes we may need more time to investigate. If this is the case, we will write to you to explain how your complaint is being handled, and when a full reply can be expected.

11 Where a complaint is submitted with an appeal or a representation submission, its consideration is deferred until the completion of the appeal or representation procedure (as applicable), in order that the investigation of the complaint does not prejudice, and is not seen to prejudice, the handling of the appeal or representation.

12 Complaints which the Director of Corporate Affairs classifies as 'serious' may be referred to the Chief Executive for investigation. Examples of 'serious' complaints might include, but are not limited to, those regarding allegations of improper conduct, fraud or dishonesty. Complaints of this nature may fall outside of the guideline timescales outlined above.

What to do if you are not satisfied with our response

13 If you are not satisfied with our response to your complaint, please contact the Director of Corporate Affairs within seven days of receipt of our response, explaining the reasons for your dissatisfaction.

14 The Director of Corporate Affairs will determine whether a review or second investigation will be carried out and will respond to you within two weeks of receipt of your correspondence. In the event that a second investigation is to be carried out, the expected timescales for our response will be communicated to you. We strive to investigate complaints quickly and thoroughly; in some cases, it will be possible for us to complete our work in less time than the procedure indicates, in exceptional cases it may take longer.