



Complaints Policy

React First Ltd

Last revision: 9th March 2018

Next revision: 9th March 2020

1. Overview

1.1 React First Ltd is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking any necessary steps to prevent further occurrences.

1.2 We aim to ensure that:

- a) Making a complaint is as easy as possible.
- b) We deal with complaints promptly, politely, fairly, factually and confidentially.
- c) We respond appropriately, with explanation, apology or information as appropriate.
- d) We review and learn from complaints thereby improving our service.

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 React First is a centre offering ITC qualifications. Complaints regarding teaching, assessment, administration and quality assurance will be handled by the Centre Manager.

2. Complaints or Appeal?

2.1 An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions

2.2 Any individual or organisation that is affected by an assessment decision made by React First or ITC is eligible to take advantage of the separate appeals process.

2.3 The React First Appeals policy may be found on the React First web site at www.reactfirst.co.uk/policies.asp or a paper copy can be requested by writing to: Centre Manager, React First Ltd, 12 Cadogan Gardens, SW3 2RS.

The ITC Appeals Policy can be found on the ITC website at <http://www.itcfirst.org.uk/policies/policies/1.htm>

3. Formal Complaints to React First

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.4 The complainant should:

- a) Complain in writing to: Centre Manager, React First Ltd, 12 Cadogan Gardens, SW3 2RS.
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.3 The React First Centre Manager or a senior member of the React First team will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [usually 15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.5 React First will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to React First for review and if still not satisfied following a review they can complain to ITC Awards Manager who will follow ITC published procedures for handling complaints, available to download from <http://www.itcfirst.org.uk/policies/policies/1.htm>.

3.7 Escalation Routes

If the complaint has not been resolved or if you have a complaint against the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (Ofqual), Wales (Qualifications Wales) or Scotland (SQA Accreditation).

3.8 Further Education Colleges in Scotland – Users of public bodies (inc. FE Colleges & SQA) in Scotland have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter of any complaint. The College, ITC and SQA complaints procedure must be exhausted before the SPSO will consider a complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law

Ofqual – <http://www.ofqual.gov.uk/>

Qualifications Wales – <http://www.qualificationswales.org>

SQA - <http://www.sqa.org.uk/>

SPSO - <http://www.valuingcomplaints.org.uk>.

3.9 React First will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required.