



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann



COMPLAINTS PROCEDURE

INTRODUCTION

Requirements for recording, reviewing, investigating, and notifying relevant panel in the event of receiving a Complaint from a candidate.

RESPONSIBILITIES

All members of Assessment Centre Staff are responsible for ensuring that all complaints are channelled to the Director of Training, who is responsible for ensuring that complaints are handled effectively and promptly, and that QQI are involved in the process if required.

PROCEDURE

Complaints may be received over many issues.

While complaints about certification may often be related only to the decisions made by Assessors, they are likely in practice to be directed first at **METAC TRAINING**, hence complaints of this type require a close interaction with QQI.

Details of any complaint are logged in the Complaints Log File and the appropriate (Appx 4) form completed and sent to METAC by registered post and are controlled via the following procedure:

- a) The complaint, however received, shall be forwarded to the Director of Training who will record/attach the details on a complaint form.
- b) The Director of Training shall promptly inform Internal Quality Panel of any complaint pertaining to a decision or concerning **the Assessment and Certification process**, forwarding **the complaints form** and any supporting documentation.
- c) The Director of Training shall, where required, agree the course of action to be followed with Internal Quality Panel and shall ensure that any actions falling on the Assessment Centre are completed satisfactorily.

In the case that a complaint is received by QQI. directly, where action is required at the Assessment Centre, the Director of Training shall ensure that such actions are completed satisfactorily and that details are again recorded on a complaints form and actioned.