



SQA Approved Centre
Scottish Qualifications Authority

Candidate Complaint Procedure for Core International Education

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Candidate Complain Procedure:

Policy

SQA Approved Center RAK, UAE is committed to providing a high level of service to students, applicants, graduates, and members of the public and, in particular, is committed to excellence, fairness and equality and continuous improvement of quality. The SQA Center recognises that there may be occasions when a student, graduate, applicant or member of the public feels that the level of service or treatment they have received from the RAK Center falls short of what might be reasonably expected.

This Complaints Handling Procedure (CHP) reflects the SQA RAK's commitment to valuing complaints. Our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case. Resolving complaints early saves time and resource and contributes to the overall efficiency of the Center. Concentrating on achieving an early resolution of a complaint as close to the point of contact as possible will free up the time of academic and support staff and ultimately contribute to the continued positive experience of our students and members of the public.

Scope of Complaints

WHAT IS A COMPLAINT?

For the purpose of this procedure, a complaint may be defined as 'an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the University.'

A complaint may relate to:

- the quality and standard of service;
- failure to provide a service;
- the quality of facilities or learning resources;
- treatment by or attitude of a staff member, student or contractor;
- inappropriate behaviour by a staff member, student or any other service providers
- the failure of the Center to follow an appropriate administrative process;
- dissatisfaction with the SQA Center's policy, although it is recognised that policy is set at the discretion of the University.

The definition of a complaint is very broad, and the list above is not exhaustive.

We are committed to providing high quality services to members of the public, including applicants for admission. We value complaints and use information from them to help us improve our services.

Complaints can be about:

1. The quality and standard of any service we provide or fail to provide.
2. The quality of our facilities and learning resources.
3. The quality and standards of academic services and personal support services available.
4. Failure to follow an appropriate administrative processes.
5. Unfair treatment or inappropriate behaviour by a student or staff member.

It is easier for us to resolve complaints if it is made quickly and directly to the service concerned. We require the Following details:

1. Your full name and address.
2. Details about the complaint.
3. What went wrong.
4. How to resolve the matter.

We have two step/procedures to resolve the matter:

Step one - Upfront Resolution:

This process aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. Where possible, concerns should be raised with the relevant staff/department member. This can be done face-to-face, by phone, in writing or by email.

We will give you our decision under this process in five working days or less, unless there are exceptional circumstances.

If not satisfied with the response we give, then we escalate the matter to Step 2 of the complaints procedure. Candidate/Applicant may choose to do this immediately or shortly after our initial decision.

Step Two – Investigation:

This process deals with two types of complaint: those that have not been resolved at Step one and those that are complex and require detailed investigation.

A complaint form will be provided , which will help to state the complaint clearly. Although acceptations are made for complaints that are made in person or on the phone, it is advisable to complete the complaint form in the interests of clarity and in order to best assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating complaints, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

During this process we will:

- acknowledge receipt of complaint within three working days and tell who is dealing with the complaint
- discuss about the complaint to understand why it remain as dissatisfied and what is the outcome wished for
- give a full response to the complaint as soon as possible and within 20 working days.

Candidates of SQA qualifications also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already gone through all stages of e International Education complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

- assessment decisions (use Appeals or Post-results Services)
- the wider experience of being a candidate (eg support services, funding, facilities etc.)