
External Complaints Process

Welcome to the Formal CQI Complaints Process. This document has been created to guide you through the simple process of making a complaint.

Process steps

There are three stages within the complaints process. Each stage has process steps that are laid out clearly and are accompanied by detailed guidance notes should you be unsure what you are required to do, or what happens next.



Stage 1 – The complaint

Stage	Process Steps 	Guidance 
Lodging your complaint and initial contact	1.1 Lodge the complaint and receive acknowledgement	<p>How do I lodge a complaint?</p> <p>Complaints can be received up to 90 working days after the event. We do ask that you lodge complaints in writing so that we can provide you with the best service. You can lodge a complaint through our online web form. All required details are highlighted in the form. If you are unable to do this please contact the CQI on 0207 245 6722 and a member of staff will help you lodge your complaint.</p>
	1.2 Receive acknowledgement email within 24 hours	<p>How will I know that you have received my complaint?</p> <p>You will receive an automatic acknowledgement email within 24 hours.</p>
	1.3 Receive contact from a complaints champion within 5 working days	<p>How will my complaint be handled?</p> <p>A complaints champion will handle your complaint. They will email you detailing your case number and/or requests for any additional information/evidence to support your complaint. Please note we will need supporting evidence to open a formal complaint.</p>

Stage 2 – Investigation

Stage

Investigation

Process steps

2.1 Investigation initiated and completed by complaints champion and reviewed by their manager up to 10 working days after we have received all evidence required

Guidance

What will the investigation entail?

The investigation will be carried out by a complaints champion for the relevant team. If the complaint is about a whole team then the complaint will be handled by another team. If your complaint is an issue that we can fix immediately, then we will. You will have 5 working days from the evidence to submit it. We have up to 10 working days to investigate the complaint, once we have received all evidence required to carry out the investigation. This may occasionally need to be extended by an additional 10 working days if the investigation is more complex than originally thought. The investigation outcome is reviewed by the complaints champions' manager.

2.2 Communication from the complaints champion regarding the outcome of the investigation

The complaints champion will inform you of the outcome of the investigation.

2.3 If you are satisfied with the investigation outcome and corrective action (if relevant) the case is closed

If the issue has been resolved, and you are satisfied with the outcome and the corrective action (if relevant) the case will be closed.

2.4 If you are not satisfied with the investigation outcome you can exercise your right to appeal

If you are unsatisfied with the outcome of the investigation, you can escalate to an appeal. The appeal will be handled by the Quality Manager.

Stage 3 – The Appeal

Stage

The Appeal

Process steps



Guidance



3.1 Lodge an appeal

How do I lodge an appeal?

You can lodge an appeal against a decision made through this complaints process up to 20 working days after the outcome has been communicated. To lodge an appeal please email the Quality Manager at complaints@quality.org.

3.2 Appeal carried out by Quality Manager and reviewed by Executive Director within 15 working days of the appeal being triggered and receiving all information required to review the appeal

What does an appeal entail?

Once you appeal you must forward all evidence for the appeal within 5 working days. The appeal consists of a review by the Quality Manager of how the investigation into your complaint was carried out. The Quality Manager will recommend an outcome and this will be reviewed by an Executive Director. The initial review may take up to 5 working days. If the outcome of the original investigation is upheld the case will be closed. If the Quality Manager finds that the process was not followed correctly or if further information/evidence has come to light then further investigation will commence for a maximum of 10 working days.

3.3 Resolution

Once the Quality Manager has completed their review and further investigation (if necessary) and the Executive Director has reviewed the outcome it will be communicated to you by the Quality Manager. This outcome is final.

2nd Floor North, Chancery Exchange,
10 Furnival Street, London, EC4A 1AB
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W: quality.org