

# Complaints and Compliments Policy

## Introduction and scope

1. progress minded is an Assessment Organisation (AO) recognised by Ofqual.
2. As a recognised AO, progress minded is subject to external quality assurance by Ofqual on behalf of the Department for Education.
3. Assessments are also delivered in accordance with UK Equalities Law.
4. progress minded aims to ensure that equality of opportunity is promoted in access to apprenticeship assessments and that unlawful or unfair discrimination, whether direct or indirect, is eliminated.
5. The purpose of this policy is to set out the process for submitting and handling complaints and compliments.

## Definitions

6. A complaint is defined as a complainant not satisfied with our activities or processes.
  - a. A complaint does not directly affect the outcome of an assessment.
  - b. Any complaints regarding assessment outcomes should be raised as an appeal.

## Submitting a complaint

7. Complaints can be submitted to any member of the team by phone, email or post.
8. Complaints will be recorded and directed to the EPA Team.

## Handling a complaint

### Stage one

9. All complaints will be handled by the EPA Team in the first instance.
10. Complaints will be handled by an EPA Coordinator.
  - a. They may escalate this to stage two if the complaint cannot be resolved.
11. We will contact and respond to the complaint within three working days.

### Stage two

12. If you are not completely satisfied with the stage one response (or the complaint was escalated internally), complaints can move to be formally reviewed.
13. Stage two complaints will be handled by the EPA Manager.
  - a. They may escalate to stage three if the complaint cannot be resolved.
14. We will contact and respond to the complaint within three working days.

### Stage three

15. If you are still not satisfied with the stage two response (or the complaint was escalated internally), complaints can be escalated to senior management.
16. Stage three complaints will be handled by the Managing Director.
17. We will contact and respond to the complaint within three working days.

### Stage four

18. If you are not satisfied with our formal reply received in stage three, the complaint can be escalated further externally.
19. Complaints should be reported to Ofqual or another relevant external body.

## Submitting a compliment

20. If you would like to pay a compliment, please put this in writing directly to the Managing Director.

## Key contacts

21. EPA Team: [epateam@progressminded.co.uk](mailto:epateam@progressminded.co.uk)
22. Managing Director: [Cherie.heaven@progressminded.co.uk](mailto:Cherie.heaven@progressminded.co.uk)
23. Phone number: 020 3869 0245

## Version control

Version	Date	Change	By whom
V2.1	07.07.2025	Add a version control table. Updated terminology in line with funding rules 2025.	Cherie Heaven Owen Twidale