



Complaints Policy

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Public

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| Document Revision History | | |
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| 4.0 | 06/10/2022 | Review 2022 |
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1 Scope

This document sets out our complaints policy and procedure and is written for our:

- Accredited/Approved Organisations (AOs), our partners;
- trainees on courses at one of our partners;
- candidates in our PeopleCert business and IT exams; and
- all interested parties who receive a direct or indirect service from us related to our business and IT qualifications.

This document covers complaints that candidates, AOs or any interested parties may wish to make in relation to:

- PeopleCert partners;
- the exams and associated services offered by PeopleCert.

2 Review arrangements

We will review the policy and its associated procedures annually and revise them when necessary in response to external feedback, new requirements set by the Regulatory authorities, Accreditors/ Test Owners and any trends that may emerge with regard to the subject matter of complaints received.

3 How should I complain about a PeopleCert partner?

If you are a trainee or a member of the public and you wish to complain about a level of service provided by an AO, at which you are taking or have taken a course of study leading to your PeopleCert exam, you should first exhaust your AO's own complaints and appeals processes.

We expect our partners to take all necessary actions to ensure that trainees, and staff involved in the management of training, are aware of the contents of this policy and that there is a complaint handling procedure and appeals process in place to deal with complaints and appeals about the services provided.

If you have followed the AOs processes and believe that your complaint was inadequately addressed by the AO or you have not received a resolution of your complaint, then you may escalate your complaint to PeopleCert in writing within six months from its occurrence.

You may also submit a complaint directly to us in exceptional circumstances where you believe that:

- there was a significant breach of security, integrity, and confidentiality by the AO
- malpractice and/or maladministration may have occurred.

If this is the case, you should notify us of your concern as quickly as possible and we will proceed in accordance with our Whistleblowing Policy

4 How should I complain about PeopleCert?

If you are a PeopleCert exam candidate or a member of the public and you wish to complain about a PeopleCert product, your exam or a level of service provided by us, you may:

- ask your AO to support your complaint
- provide consent for your AO to write to us on your behalf
- write to us directly.

We train all our staff to be aware of the contents of this policy and we have a complaint handling procedure and appeals process in place to deal with complaints and appeals about any services we provide.

5 How should I contact you?

If you have a complaint, you can email us directly at **complaints@peoplecert.org** or you can visit our help and support page where other support channels are available:

[PeopleCert Support Channels](#)

When you contact us, please give us your full name and contact details along with:

- A full description of your complaint (including the subject matter and dates and times if known).
- Details of the training course (course name, trainer's name, training venue address, duration, etc).
- Details of the exam involved (type of exam, invigilator's name, etc).
- Copies of any evidence relating to the complaint (correspondence with the AO or with us, screenshots, etc).

Sometimes you may wish to remain anonymous. If you are concerned about possible adverse consequences, you do not need to contact us anonymously if you inform us that you do not wish for us to divulge your identity.

While we are prepared to investigate issues that are reported to us anonymously, we will always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint relates.

Please note that there may be cases where revealing your name and email will be mandatory for us to investigate a case, for example to locate a candidate or a particular exam.

6 What is the PeopleCert complaint procedure that we follow?

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| <p>48 hours after your complaint</p> | <p>In all cases, our Customer Service team will assign your complaint a unique reference number.</p> <p>Our Customer Service team will also formally acknowledge in writing receipt of your complaint within 48 hours outlining the steps that we will follow and when we expect our investigation will conclude.</p> |
| <p>4 business days after your complaint</p> | <p>If your complaint relates to a PeopleCert product, exam or any of our services, and our Customer Service agents are authorised to investigate for you and respond within existing business rules, we will provide a full resolution to your complaint within 4 business days.</p> |
| <p>10 business days after your complaint</p> | <p>If your complaint relates to our operational services and performance, your complaint will be referred to our Operational Excellence team for an investigation. This will include reviewing your correspondence with us and/or reviewing your exam to assess the delivery of services according to our standards.</p> <p>If your complaint relates to policies and procedures set by our products and services business teams, your complaint will be referred to the relevant business team for investigation. This will include reviewing your complaint and our policies and procedures.</p> <p>Where a review of our policies, procedures and services against our quality standards is required, we will address your complaint to PeopleCert’s Quality team. Independent investigators may be assigned, as deemed appropriate. The Quality team will always write to you directly to confirm that it has received your complaint and to outline the steps it will follow.</p> <p>In all instances, PeopleCert will ensure that the investigation is carried out in a prompt and effective manner and in accordance with internal procedures. We will allocate a senior member of staff to manage the case who has had no previous involvement and has no personal interest in the outcome of your complaint.</p> <p>Where such investigations are required, we aim to investigate the complaint and report the outcomes and decisions regarding the complaint in writing within 10 business days.</p> |
| <p>15 business days after your complaint</p> | <p>If your complaint is more complex, involves external advice, a complaint against a partner, or members of staff who are not available at the time, we may extend the investigation to 15 business days. We will always inform you in writing if this is necessary.</p> <p>We may contact you within this period to seek further information or clarification. In some instances, we may recommend a call or a meeting.</p> |

If you disagree with our final decision, you have a right to submit an appeal to us. You can find our appeal policy [here](#).

You may also escalate your complaint at any point to the competent national authorities.

7 How do we respond when a complaint is upheld?

In situations where a complaint has been upheld, for example where an investigation indicates a failure in our processes, we will give due consideration to the outcome, review any lessons learned, and take appropriate actions. Examples include:

- Identifying any other trainee/candidate and/or AO affected by that failure.
- Correcting, or mitigating as far as possible the effect of the failure.
- Reviewing and amending our policies and procedures, where appropriate, to reduce the likelihood that the failure will reoccur in the future.
- Retraining or initiating disciplinary procedures against members of our staff and retraining or imposing sanctions on partners whose performance was not in accordance with our policies, procedures and requirements.



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