

Creative Ed International Complaints Policy

Updates:

1. First draft 11/10/2021
2. Second draft 25/03/2023

When to use this policy

A complaint is defined as an expression of dissatisfaction about the provision or service provided by Creative Ed International (CEI). A complaint will not be treated as an appeal and will not affect results or grades, stakeholder experience or commitments.

If you are dissatisfied with the outcome of your complaint and wish to formally appeal against decisions made, please use appropriate CEI Appeal's Policy, CEI will process your complaint in accordance with this policy and you are advised to check that you have selected the correct policy given the definitions.

Making a complaint

You may make a complaint about the following:

- A service delivered by CEI including workshops, courses or events
- A teacher, school or training provider where CEI delivers education or courses
- The delivery of a CEI training programme or course
- The results following a CEI training programme or course
- Graded programmes, examiners, process and procedure, results, awards and certification
- CEI centres for education, graded programmes or 6th form delivery
- Data protection, website or advertising issues
- General complaints other
- Customer service

You can complain if you are a learner, parent/ legal guardian, teacher or school, stakeholder of an event, workshop or course.

Complaints regarding CEI partnership schools will be shared with the Head Teacher, Principal or Course Leader of the CEI partnership school for comment and/or assessment as to which party will take on the responsibility for the initial

complaint. However, CEI will continue to oversee the progress of your complaint to its closure. The same will apply to Complaint Appeals.

Complaints and Malpractice

- **Malpractice/ Misconduct** is defined as any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates used in the delivery of CEI services, products and courses.
- **Maladministration** is defined as any activity or practice which results in non-compliance with regulations.
- **Safeguarding** is defined as measures to protect the health, well-being and human rights of individuals, which allow people – especially children, young people and vulnerable adults – to live free from abuse, harm and neglect.

CEI understands that you may wish to remain anonymous when reporting suspected malpractice. We take confidentiality seriously and will not reveal your identity to a third party without your consent. However, it may be possible for individuals to identify you from the information included in your complaint.

In the event of uncertainty about the scope of the Policy or if general advice is required on the most appropriate way to pursue a complaint, the candidate should contact CEI in the first instance for clarification.

All stages of the Complaints procedure are internal proceedings

How to make a complaint

All complaints must be made to CEI Headquarters. Please use the complaints form on our website www.creative-ed.com/complaints or email the directors, using the complaints form on the website as a template for your email.

yvette@creative-ed.com
niall@creative-ed.com

Complaints procedure

Stage 1: Acknowledgment and Investigation

Your complaint will be acknowledged within 5 working days, outlining an investigation plan and response time.

The allocated complaint manager will investigate the issue and decide on the complaint and all complainants will receive a letter explaining the decision/outcome within 14 days of receipt of the stage 1 acknowledgement letter.

Should there be any delay in the process the complainant, stakeholders and representatives will be informed of the revised timescale as soon as possible.

Stage 2:

If you are unhappy with the outcome of your complaint you are entitled to make a second stage complaint.

All second stage complaints are managed by the CEI Quality Committee.

1. Confirmation of escalation to second stage appeal is provided by the complainant.
2. Second level complaints are investigated by the Quality Committee who will send the complainant a letter informing them of the outcome of the investigation within 10 days of confirmation that the complaint has been escalated to the second stage.

Confidentiality

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint. CEI expects that all parties will respect the confidentiality of the process. Any individual about whom a complaint is made will have the right to be informed of the fact and nature of the complaint.

Unresolved Complaints

Should the complainant be unhappy with the findings and decision of the second stage of their complaint, several options are open.

- If the complaint was related to an examination or assessment and they feel they have grounds for an appeal, they can make an official appeal to CEI using the appropriate Appeals Policy.
- If the complaint was related to an instance of suspected malpractice, CEI may implement its Malpractice and Maladministration Policy and investigate the complaint in relation to malpractice or maladministration.

- Complainants may also take their complaint to the relevant regulatory authority if they are unsatisfied with the outcome of the investigation undertaken by CEI or at any time during the process.

Monitoring of the complaint's procedure

In order that CEI can improve services to clients, the receipt of complaints and responses to them will be monitored. A regular report on the outcome of the monitoring process will be made to the Quality Committee. This will enable CEI to continuously improve its services and ensure an inclusive, consistent and constructive approach to complaints.

The effectiveness of the Complaints Policy will also be kept under review and, where appropriate, changes will be made.

Nominated Quality Committee

The quality committee is an independent panel of advisors who assist CEI to maintain its quality assurance for its educational products, services, policy, and procedure. The committee members are entrusted with giving independent advice and guidance to ensure CEI maintains fair and informed policy change, process, and procedural management.

Members may include stakeholders such as awarding body partner representatives, professional and industry experts, legal and educational advisors.