

Complaints Procedure

Signature follows good practice in all areas of its work. We will handle any complaint concerning a product or service offered by Signature promptly and fairly.

Complaints are dealt with following the Complaints Procedure.

Please Note: Any decision relating to:

- **Assessment Results**
- **Decisions on Reasonable Adjustments**
- **Decision regarding Centre Approval**
- **Malpractice and Maladministration**

Must be dealt with the Signature Appeals (available separately).

CENTRES

Dealing with Complaints

Signature will not disclose information relating to complaints as this would breach a duty of confidentiality or any other legal duty.

All such contacts with Signature will be recorded, monitored and evaluated.

Signature will:

- publish details of how to submit a complaint
- where possible deal with minor problems immediately, where these can be rectified on the spot.

- where this is not possible, centres must add a Complaint Form to IRIS. Any written details or video letters to accompany the complaint can be added to this form.
- acknowledge all complaints within two working days
- attempt to provide a resolution or an outline of proposed action to solve the issue, within 28 days of the complaint being received.
- resolve every complaint within deadlines above, unless particular circumstances require a lengthier response time
- keep the customer informed of the progress of the complaint, and reasons for any delay in resolving it
- keep a record of all complaints
- consider each complaint on an individual basis and if required implement procedures to prevent repetition
- Consider feedback from complaints in our review of products for continuous improvement.

How to make a complaint

If you are a centre please log into IRIS and start a Complaint form. If you wish to provide your complaint by video letter then this can be uploaded to the form as part of the complaint.

- All responses to the complaint will be given within the Complaint Form created in IRIS.
- Complainants have the option of referring the complaint to a Senior Manager in if they are not satisfied with the response.

CANDIDATES

If a candidate has a complaint about the service provided by their centre, then they should take this up with the centre in the first instance, using the Centre's Complaint Procedure. Candidates can copy Signature into any correspondence if they wish to.

After all steps in the Centre Complaint Procedure have been completed, and you still remain dissatisfied, candidates can email Signature, via our contacts page on the website, choosing Quality as the department.

How to make a complaint

Provide a written details or video letter giving details of your complaint.

Signature will:

- acknowledge all complaints within two working days
- attempt to provide a resolution or an outline of proposed action to solve the issue, within 28 days of the complaint being received.
- resolve every complaint within deadlines above, unless particular circumstances require a lengthier response time
- keep the customer informed of the progress of the complaint, and reasons for any delay in resolving it
- keep a record of all complaints
- consider each complaint on an individual basis and if required implement procedures to prevent repetition
- Consider feedback from complaints in our review of products for continuous improvement.

Complainants have the option of referring the complaint to a Senior Manager if they are not satisfied with the response.