

COMPLAINTS POLICY

Apex Education — Qualifi Approved Centre

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Policy owner	Quality Nominee	Approved by	Head of Centre
Date approved	September 2026	Next review	September 2027
Awarding organisation	Qualifi Ltd	Applies to	All learners, staff and delivery sites

1. Purpose

- 1.1 Apex Education ("the Centre") is committed to providing a high-quality service to every learner and stakeholder. This policy explains how anyone can raise a complaint about the Centre's services, and how the Centre will investigate and respond fairly, promptly and confidentially.
- 1.2 The Centre treats complaints as a valuable source of feedback and uses them to improve its delivery, support and administration of Qualifi qualifications.

2. Scope

- 2.1 This policy applies to complaints from learners, prospective learners, employers, sponsors, parents or guardians, and any other person affected by the Centre's services, including services provided at an approved delivery site operating under the Centre's Qualifi approval.
- 2.2 A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by the Centre or its staff. Examples include:
 - quality of teaching, tutorial support or learning materials;
 - access to the learning platform, resources or information;
 - administration, including registration, communication, delays or record-keeping;
 - advice and information given before or during enrolment, including fees;
 - the behaviour or conduct of Centre staff or delivery-partner staff;
 - failure to follow the Centre's own published policies.
- 2.3 This policy does **not** cover the following, which have their own procedures:

Concern	Procedure to use
Disagreement with an assessment or quality assurance decision	Appeals Policy
Suspected cheating, plagiarism or assessment misconduct	Malpractice and Maladministration Policy
Serious wrongdoing, fraud or risk to the public reported by staff	Public Concern at Work (Whistleblowing) Policy
Concern about the safety or welfare of a learner	Safeguarding Policy — report immediately
Request relating to personal data	Data Protection/GDPR Policy

3. Principles

- The complaints procedure is published on the Centre’s website and in the Centre Handbook, and explained to learners at induction.
- Complaints are handled fairly, objectively and without bias, by someone who is not the subject of the complaint.
- No one will be treated less favourably for making a complaint in good faith.
- Complaints are kept confidential and shared only with those who need to know to investigate them.
- Complaints can be made in English or Turkish, and the Centre will make reasonable adjustments for anyone who needs support to make a complaint.
- There is no charge for making a complaint.

4. Roles and responsibilities

Role	Responsibility
Head of Centre	Overall responsibility for this policy; conducts Stage 3 reviews (or nominates a Deputy to do so); makes sure agreed actions are carried out.
Quality Nominee	Receives and logs formal complaints; investigates or appoints an investigator; issues Stage 2 outcomes; maintains the Complaints Log; liaises with Qualifi where required.
All staff	Try to resolve concerns informally and promptly; pass formal complaints to the Quality Nominee without delay; co-operate with investigations.
Delivery sites	Report every complaint they receive about Qualifi provision to the Centre within 2 working days. The Centre remains responsible for resolving it.

- 4.1 Delegation.** The Head of Centre may carry out these responsibilities remotely. Where the Head of Centre is unavailable, or has been involved in the matter, their responsibilities under this policy are carried out by a **Deputy** nominated by the Head of Centre in writing. The Deputy must be a senior member of staff, or an external quality assurance consultant, who has had no involvement in the matter. Delegations are recorded and made available to Qualifi on request.

5. Complaints procedure

Stage 1 — Informal resolution

- 5.1** Many concerns can be resolved quickly by speaking with the member of staff concerned or the learner’s tutor, by email (for learning and assessment matters, the Academics and Assessments Team at academics@apexeducation.com.tr), phone or online meeting. Complaints should be raised as soon as possible, and normally within **20 working days** of the issue arising.
- 5.2** Staff will aim to resolve the concern within **5 working days**. If the complainant is not satisfied, or the matter is too serious for informal handling, they may go straight to Stage 2.

Stage 2 — Formal complaint

- 5.3** The complainant submits the Complaint Form (Appendix A), or a written email containing the same information, to the Quality Nominee at admin@apexeducation.com.tr.
- 5.4** The Quality Nominee acknowledges the complaint within **3 working days** and confirms who will investigate. The investigator will not be the person complained about.

- 5.5 The investigator gathers information, which may include speaking with the complainant and staff involved and reviewing records. The complainant receives a written response within **15 working days** of acknowledgement, setting out the findings, whether the complaint is upheld (fully or in part), and any action the Centre will take.

Stage 3 — Review by the Head of Centre

- 5.6 If the complainant is not satisfied with the Stage 2 outcome, they may ask for a review in writing within **10 working days**, explaining why.
- 5.7 The Head of Centre, or their nominated Deputy (see 4.1), reviews how the complaint was handled and the outcome. A final written decision is issued within **15 working days**. This completes the Centre's internal procedure.

Stage 4 — Referral to Qualifi

- 5.8 If the complainant has completed the Centre's procedure and remains dissatisfied, and the complaint concerns the Centre's delivery or administration of a Qualifi qualification, they may contact Qualifi under Qualifi's own Complaints Policy, published on Qualifi's website. The Centre will provide this information in its Stage 3 response and will co-operate fully with Qualifi.
- 5.9 Where the matter remains unresolved after Qualifi's process, the complainant may be able to raise it with Ofqual in line with Ofqual's published procedures.

6. Summary of timescales

Step	Complainant	Centre response
Stage 1 — Informal	Within 20 working days of the issue	5 working days
Stage 2 — Formal complaint	After Stage 1, or directly if serious	Acknowledge in 3; outcome in 15 working days
Stage 3 — Head of Centre review	10 working days after Stage 2	Final decision in 15 working days
Stage 4 — Qualifi	After Stage 3	Co-operate with Qualifi

- 6.1 If a timescale cannot be met, the Centre will tell the complainant in writing, explain why, and give a revised date.

7. Special circumstances

- 7.1 **Complaints about the Head of Centre** are handled at Stage 2 by the Quality Nominee, and at Stage 3 by an independent reviewer appointed from outside the Centre's management.
- 7.2 **Anonymous complaints** will be considered where there is enough information to investigate, although the Centre may not be able to respond to the complainant directly.
- 7.3 **Complaints made on behalf of a learner** (for example by an employer or parent) require the learner's written consent before personal information is shared, unless there is a safeguarding concern.
- 7.4 **Complaints about a delivery site** are investigated by the Centre, which holds the Qualifi approval. The Centre may require the delivery site to take corrective action and will monitor that action.
- 7.5 Where a complaint reveals possible malpractice, maladministration or a safeguarding concern, the relevant policy is followed immediately and, where required, Qualifi is notified.

8. Records and learning from complaints

- 8.1** The Quality Nominee maintains a Complaints Log recording the date received, complainant, nature of the complaint, stage reached, outcome, actions and dates. Records are stored securely for at least **3 years** after the complaint is closed and are available to Qualifi's External Quality Assurer on request.
- 8.2** Complaints data is reviewed at least annually to identify trends. Improvements are recorded in the Centre's quality improvement plan.

9. Monitoring and review

- 9.1** This policy is reviewed annually by the Quality Nominee and approved by the Head of Centre, or sooner if Qualifi or regulatory requirements change.

10. Related policies

- Appeals Policy
- Malpractice and Maladministration Policy
- Public Concern at Work (Whistleblowing) Policy
- Safeguarding Policy
- Equality and Diversity Policy
- Data Protection/GDPR Policy

Appendix A — Complaint Form

Complete this form and email it to admin@apexeducation.com.tr. Attach any supporting documents.

Full name	
You are a	☐ Learner ☐ Prospective learner ☐ Employer ☐ Other: _____
Qualifi learner number (if any)	
Email / phone	
Qualification / programme	
Delivery location	☐ Online (Apex) ☐ Delivery site: _____
Date(s) of the issue	
Raised informally (Stage 1)?	Yes / No With whom: Date:

Details of your complaint (what happened, when, who was involved)

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What outcome would you like?

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Signature		Date	
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For Centre use only

Date received / acknowledged	
Complaint reference	
Investigator	
Stage 2 outcome and date	Upheld / Partly upheld / Not upheld Date:
Stage 3 outcome and date (if applicable)	
Actions agreed	