



COVID-19 Complaints Policy and Procedure Addendum

July 2020

Version 1.0



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1. Scope

This addendum is required to ensure that VTCT maintains clear and concise guidance in relation to dealing with appeals, in accordance with Ofqual's temporary Extraordinary Regulatory Framework: Vocational and Technical Qualifications, COVID-19 Conditions and Requirements (ERF) during the Covid-19 Pandemic.

The Covid-19 Complaints Policy and Process Addendum will remain in place until the cessation of the ERF.

2. Arrangements

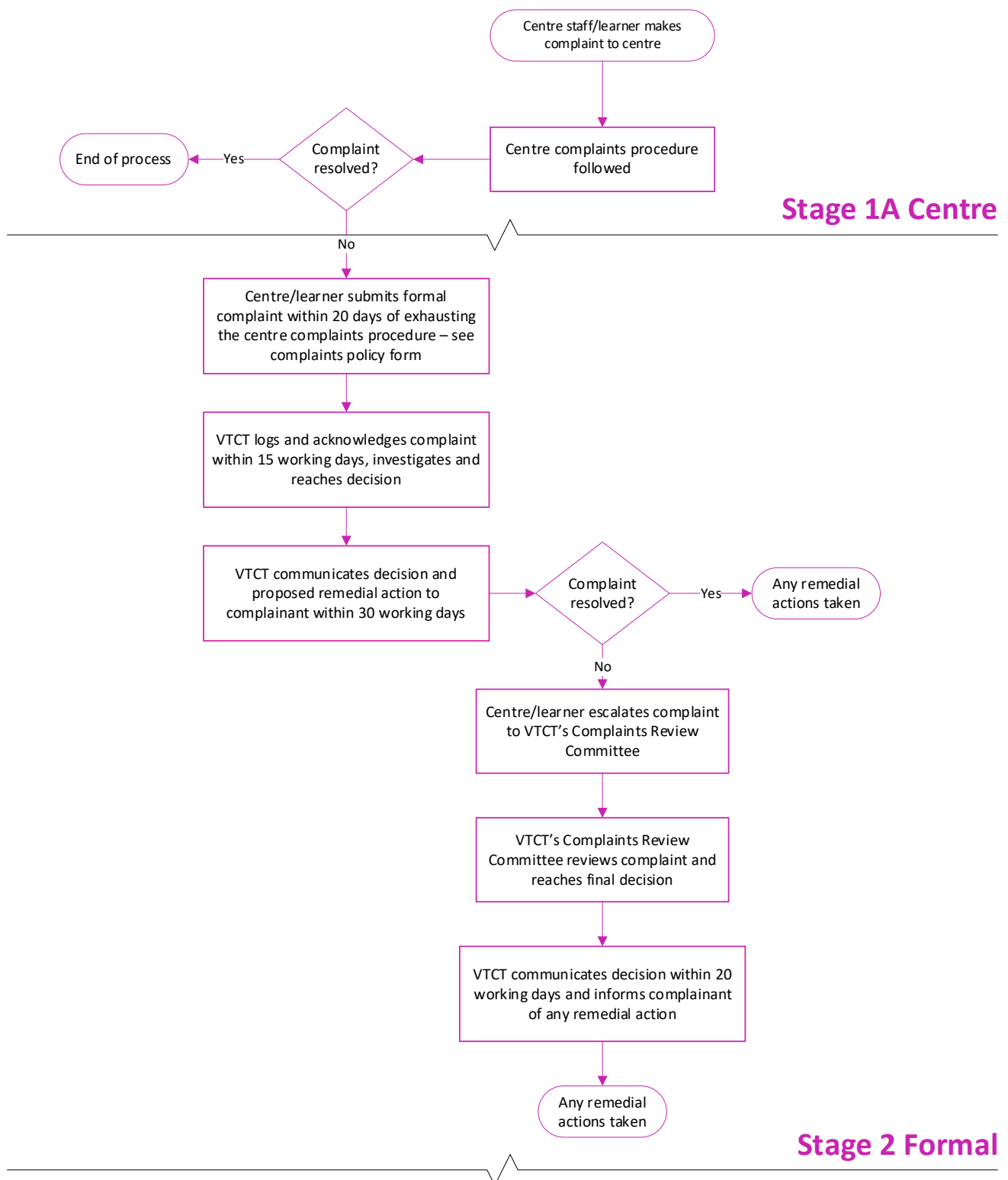
VTCT reserves the right to investigate a potential complaint or actual complaint and to treat any such notifications as potential malpractice.

VTCT will investigate all complaints in the normal manner, subject to review by the Complaints Review Committee, although timelines indicated for dealing with individual cases will be extended (see section 2.1 *COVID-19 Complaint against centre – flowchart* and section 2.2. *COVID-19 Complaint against VTCT – flowchart*) to ensure a balance is maintained between timeliness and anticipated volume.

Following the guidance from our regulators, complaints relating grades awarded by centres and teachers will not in themselves be reviewed. Complaints arising from grades awards can only be investigated in respect of the process that was followed in relation to the awarding of a grade, in accordance with the temporary ERF during the Covid-19 pandemic.

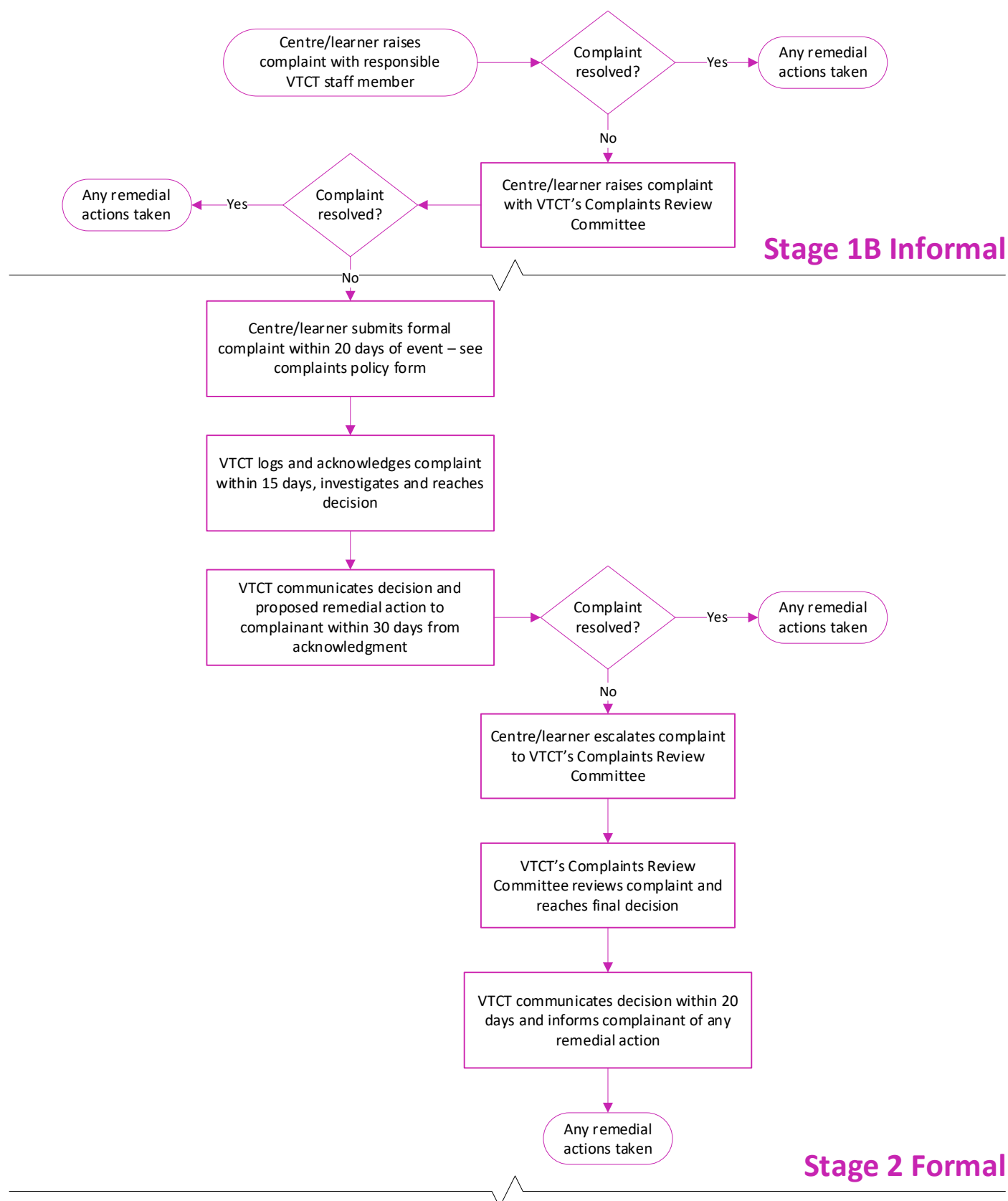


2.1. COVID-19 Complaint against centre – flowchart





2.2. COVID-19 Complaint against VTCT – flowchart





3. Appendix: Complaints submission form

All formal complaints must be submitted using the following complaints submission form:

<http://contact.vtct.org.uk/form-21722/Complaints-Submission-Form>



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