

rockschool®

Complaints Policy



Complaints Policy

Document Change History

This is version 1.1 of the RSL Complaints Policy. This policy is for internal and external use. This policy is subject to regular revision and maintained electronically. Electronic copies are version controlled.

Version 1.1 (3rd July 2018)

SECTION TITLE	CHANGE
3. Making a Complaint	Additional information on how to make a complaint as a learner, parent, teacher, moderator or assessor.
3. Making a Complaint	Sections on general complaints and complaints about malpractice of safeguarding added.
3. Making a Complaint	Sections on how to make a complaint about RSL Vocational Qualifications, Graded Music Exams and Performing Arts Awards added.
4. How to Make a Complaint	Sections on information required added.
4. How to Make a Complaint	Sections on Stage 1 Complaints and Stage 2 Complaints added.



Complaints Policy

1. Issue and review

The date of issue of this policy is July 2018. This policy will be reviewed annually.

2. When to use this policy

Complaints

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided by the awarding organisation or its representatives. A complaint will not be treated as an appeal and will not affect results or grades.

Appeals

If you are dissatisfied with the mark or award given or the conduct of an examination and wish to formally appeal against decisions made, please use appropriate RSL Appeal's Policy for your qualifications. All policies are available on our website at www.rslawards.com

RSL 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.

3. Making a Complaint

You may make a complaint about the following:

- A teacher, school, college or training provider delivering RSL qualifications.
- RSL Vocational Qualifications
- RSL Graded Music Examinations
- RSL Performance Arts Awards
- Issues outside the above (General Complaints)

1. Making a complaint about a teacher, school, college or training provider delivering RSL qualifications

1. As a learner or parent: General Complaints

1.1 Vocational qualifications

If you are unhappy with the way in which an RSL vocational qualification is being or has been delivered, you will need to use the centre's policy and procedure in the first instance. They should have a Complaints Policy and an Appeals Policy if you disagree with grading decisions made by a teacher, school, college or training provider. You must exhaust this process prior to approaching RSL for all issues except malpractice.



1.2 Graded Music Exams and Performance Arts Awards

If you have a complaint about a teacher delivering RSL graded qualifications you may complain to RSL if you have a complaint about the teacher's interactions with RSL, for example if there have been issues with registration via the teacher or if candidates have not received certificates which were sent via the teacher. RSL does not regulate or accredit teachers who offer graded qualifications and thus has no liability for their delivery. Please ensure that you check that a teacher is suitably qualified and has the relevant insurances and safeguarding requirements in place before engaging them to deliver qualifications to candidates.

2. As a teacher: General Complaints

If you are unhappy with the way in which any RSL qualification is being or has been delivered you may prefer to make a complaint directly from your centre. However, you may make a complaint directly about any issues that do not related to examination results and grading decisions.

3. As a learner, parent, teacher, moderator or assessor: Complaints about Malpractice or Safeguarding

Malpractice 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. For the purpose of this policy this term also covers misconduct.

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.

RSL understand 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.

4. Making a complaint about RSL

Making a complaint about RSL Vocational Qualifications

If you are unhappy with the way in which RSL has delivered its vocational qualifications you may wish to make a complaint in relation to:

- Moderation
- Assessment
- Process and procedure

Making a complaint about RSL Graded Music Exams



If you are unhappy with the way in which RSL has delivered any aspect of its Graded Music Exams you may wish to make a complaint in relation to:

- The examiner
- The centre where the exam took place and its facilities/resources
- The process/procedure used by RSL to register, manage and issue results.

Making a complaint about RSL Performing Arts Awards

Should you wish to make a complaint about RSL Performing Arts Awards on the following issues:

- Examiner
- Process and procedure

Making a General Complaint about RSL

Should you wish to make a complaint about RSL on any other issues such as:

- Data protection
- Website issues
- Other issues

4. How to Make a Complaint

All complaints must be made to RSL Head Office. Complaints can be made via **www.rslawards.com/complaint-page**, by email to **info@rslawards.com** or in writing to:

Complaints Department
RSL
Harlequin House
7 High Street
Teddington
TW11 8EE

Please ensure that you complete all mandatory fields if you make your complaint via **www.rslawards.com** to ensure that your complaint can be dealt with effectively. Should you wish to make a complaint by email or in writing, please ensure that you identify clearly the RSL product/service that you wish to complain about. This will allow us to forward your complaint to the appropriate department.



Information required to make a complaint

When making a complaint please provide us with as much relevant information as possible including:

- Your centre name (where applicable)
- Qualification (title and QAN), learner details (where applicable)
- Copies of any relevant correspondence with RSL related to the issue.

The RSL Complaints Procedure

The RSL Complaints procedure has two stages.

Stage 1 Complaint

1. Once an initial complaint is received by RSL, it is passed on to the appropriate department for review and investigation.
2. All complainants will receive an acknowledgement letter from the appropriate department outlining the response time.
3. The departmental manager will investigate the issue and make a decision on the complaint and all complainants will receive a letter explaining the decision/outcome within 14 days of receipt of the complaint.

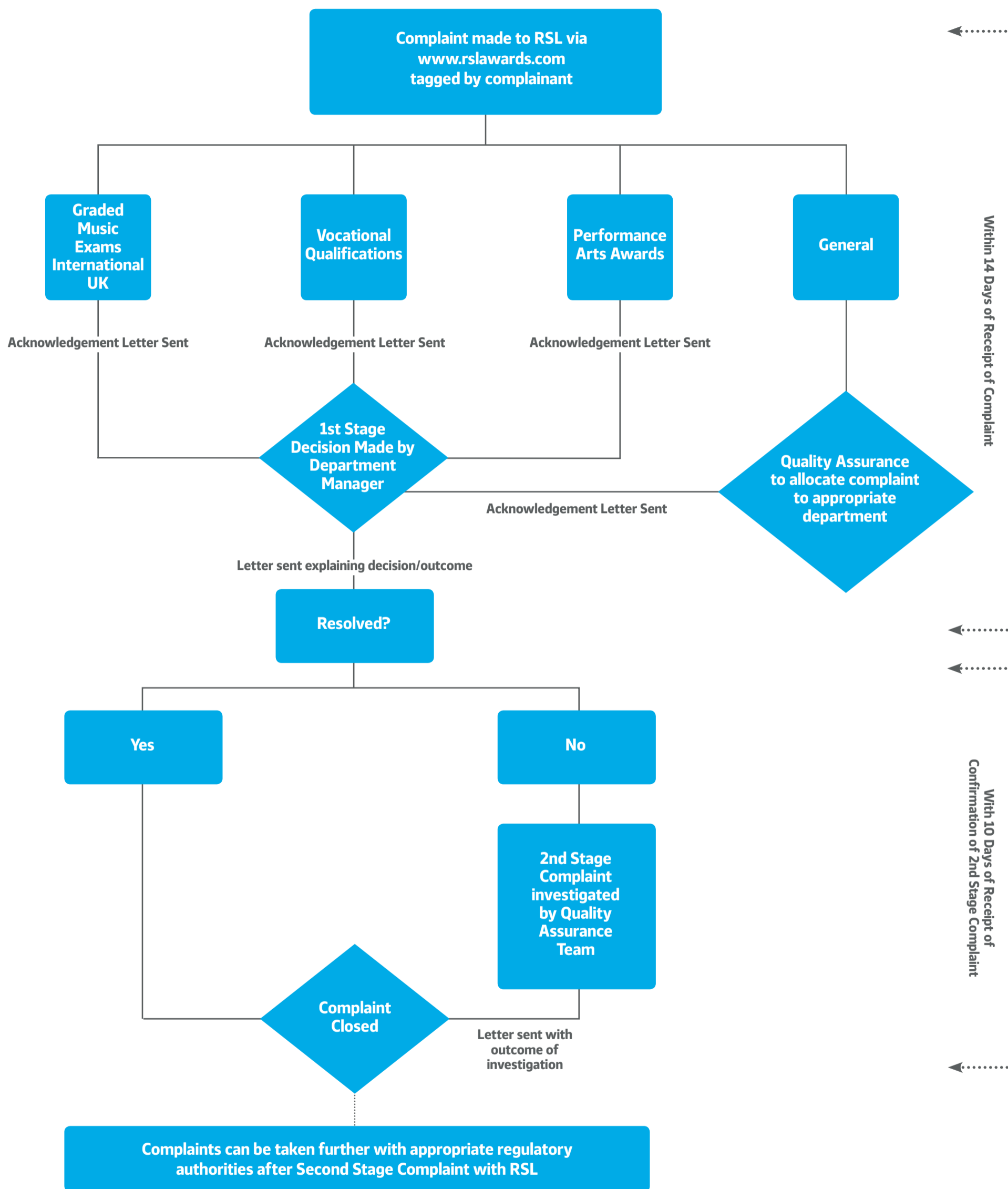
Should there be any delay in the process, candidates, teachers and centre representatives will be informed of the revised timescale as soon as possible.

Stage 2 Complaint

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 RSL Quality Assurance team.

1. Confirmation of escalation to second stage appeal is provided by the complainant.
2. Second level complaints are investigated by the Quality Assurance Department 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.

RSL Complaints Procedure





5. Who can complain?

Anyone who seeks information/ guidance or receives a service from RSL or its representatives may lodge a complaint under this Policy. Matters of concern may be raised individually or collectively and candidates, teachers or centre representatives should feel assured that they will not encounter any disadvantage having lodged a complaint in good faith.

Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the relevant person who may decide to reject the complaint without full consideration of its merits. Reasons will be given as to why the complaint is considered to be an abuse of process.

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 RSL in the first instance for clarification. All stages of the Complaints procedure are internal proceedings.

6. 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. RSL 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.

7. 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 RSL using the appropriate Appeals Policy.

If the complaint was related to an instance of suspected malpractice, RSL may implement its Malpractice and Maladministration Policy and investigate the complaint in relation to malpractice or maladministration.

Candidates or teachers may also take their complaint to the relevant regulatory authority* if they are unsatisfied with the outcome of the investigation undertaken by RSL or at any time during the process.

*The regulatory authority for England and Northern Ireland is Ofqual, for Wales the Department for Education and Skills and for Scotland SQA Accreditation.

8. Centres who are public bodies in Scotland

Centres who are public bodies (e.g. schools, colleges etc) in Scotland are required to implement a documented complaints process which gives a clear procedure for complaints and includes reference to the Scottish Public Services Ombudsman (SPSO). Please note that private examination centres in Scotland are not covered by the SPSO.



9. Monitoring the process

In order that RSL can improve services to candidates and other 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 RSL Quality Committee. This will enable RSL 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.