



Reference # SDC1.1

Author

Sarah Dalrymple

Michael Dalrymple 2018 06, 2021 05, 2024 03

Ali Sim 2025 01

Melanie Macvicar 2026 01

SDC-Learn Complaints Procedure

Complaints

All SVQ candidates have the right to complain about their treatment by any centre employee.

Stage 1 :- Candidate's first point of contact is the Assessor, verbally, within 15 working days

Stage 2 :- if it is still unresolved the candidate and assessor should refer to the internal verifier, this should be done in writing within 15 working days, The internal verifier should investigate and respond within 15 working days.

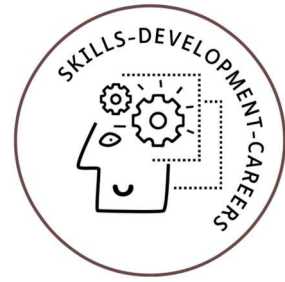
Stage 3:- if no satisfactory outcome is achieved the candidate may appear to an independent third party, in writing within 15 working days. This can be another IV not involved in the process, or someone from outside the centre, (can be part of the organisation, not QUALIFICATIONS SCOTLAND) for a final decision within 15 working days. If the matter is related to a REHIS qualification, this should be the Director of Training at REHIS.

Stage 4:- If it is still unresolved, the candidate should submit the complaint to the Director of Operations, QUALIFICATIONS SCOTLAND in writing within 15 working days of receiving written notification from their centre on the outcome of the complaint. This letter should be sent to the Head of HN/Vocational Qualifications Delivery, Operations Directorate at QUALIFICATIONS SCOTLAND's Glasgow office. The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ. Tel: 0345 279 1000.

Stage 5: If it is still unresolved after stage 4, candidates on regulated qualifications also have the right to complain to QUALIFICATIONS SCOTLAND accreditation. <https://accreditation.QualificationsScotland.org>.

Details of the complaint – ie: its nature, persons involved and dates of discussion and meeting will be recorded as evidence that a complaint has been processed.

All records of complaints (paper/electronic) will be retained for a minimum of 6 years.



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