

COMPLAINTS PROCEDURE FOR QCF QUALIFICATIONS ONLY

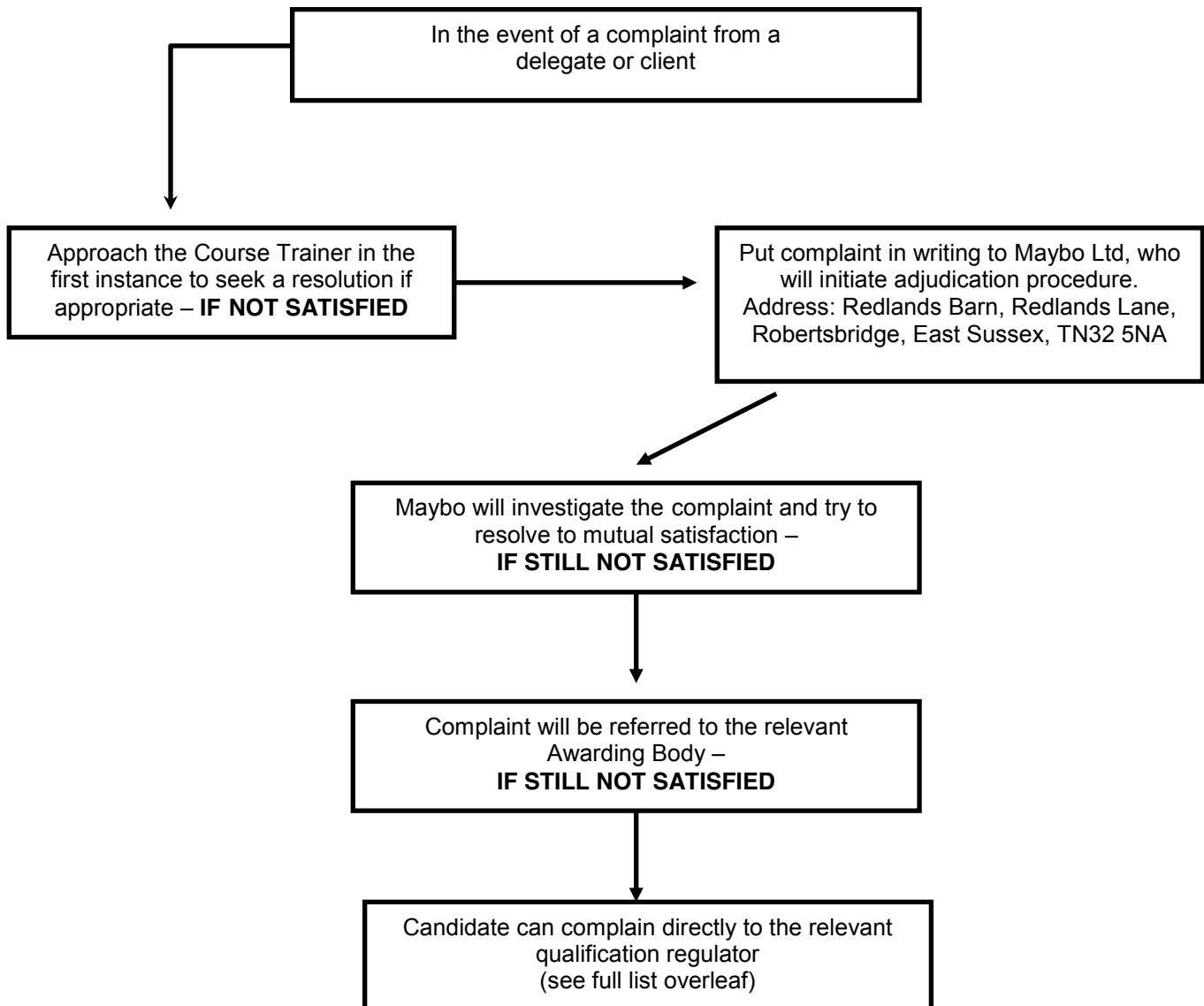
Maybo takes all complaints and feedback from its delegates and clients very seriously. In the event of a grievance we will adopt the following procedure. It aims to provide an audit trail and an impartial response to any complaint or cause for concern..

Copies of all course evaluation forms will be made available to the Quality Assurance Manager of our Awarding Bodies, should they wish to see them.

Our Awarding Organisations:

Edexcel, One90, High Holborn, London, WC1V 7BH

Highfield, Highfield House, Heavens Walk, Lakeside, Doncaster DN4 5HZ



These organisations are responsible for accrediting awarding bodies and monitoring standards.

England – Ofqual (Office of the Qualifications and Examinations Regulator)
Customer Relations team info@ofqual.gov.uk

Wales – DCELLS (Department for Children, Lifelong Learning and Skills)
www.wales.gov.uk

Northern Ireland – CCEA (Council for Curriculum, Examinations and Assessment)
info@ccea.org.uk

(note that in relation to DCELLS and CCEA the regulatory function is delegated to Ofqual and therefore the first point of contact.

Scotland – SQA (Scottish Qualifications Authority) accreditation@sqa.org.uk