



# Complaints Procedure

Email: [info@ukawards.org.uk](mailto:info@ukawards.org.uk)

Website: [www.ukawards.org.uk](http://www.ukawards.org.uk)

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At UK Awards, we are committed to delivering a high standard of service. However, we understand that there may be occasions when you are not satisfied with our services. If this happens, we encourage you to let us know so we can address your concerns and improve our processes.

### How to Raise a Complaint

To report a complaint, you can contact us through one of the following methods:

- **By phone:** call us at:
- **By email:** send an email to [info@ukawards.org.uk](mailto:info@ukawards.org.uk)
- **In writing:** address your correspondence to Customer Support Team, UK Awards, [Insert Postal Address].

### Information Required

To ensure a thorough and efficient investigation, please provide the following details when submitting a complaint:

- Your full name.
- Centre number (if applicable).
- A clear description of the issue.
- Relevant dates, times, and names of any staff involved.
- Any supporting documents, such as emails, letters, or assessment results.
- Your preferred resolution.

If you are a learner, we recommend that you first follow your centre's internal complaints procedure before escalating the matter to UK Awards. If the issue remains unresolved, you may then submit a formal complaint to us.

### Our Commitment

We strive to resolve complaints as quickly as possible. Our aim is to respond within five working days of receiving your complaint. If further investigation is required, we will inform you of the expected timescale and keep you updated on progress.

### Further Escalation

If you are not satisfied with our response, you may request that your complaint be escalated for further review. If, after exhausting our internal complaints process, you remain dissatisfied, you may refer the matter to the appropriate regulatory body:

- **England:** Contact Ofqual at 0300 303 3344 or email [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk).

- **Wales:** Contact Qualifications Wales at 01633 373 222 or email [enquiries@qualificationswales.org](mailto:enquiries@qualificationswales.org).
- **Northern Ireland:** Contact CCEA Regulation at 028 9026 1200 or email [info@ccea.org.uk](mailto:info@ccea.org.uk).

We value all feedback and use it to enhance the quality of our services. Thank you for helping us maintain high standards at UK Awards.