



HABC Complaints

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COMPLAINTS

1. Introduction

- 1.1 In the event of a complaint arising at a Centre, the designated Centre Contact should raise the matter with the Quality Assurance Officer at HABC within ten working days in writing.
- 1.2 In the event any member of the public or a candidate contacts HABC with a complaint this will be pass directly to the Quality Assurance Officer.
- 1.3 Once initial contact has been made with HABC, the complainant should produce a document providing full details of the complaint and return to the HABC Quality Assurance Officer.
- 1.4 In seeking a resolution to any problem raised by Centres, Candidates or members of the public, the Quality Assurance Officer or a designated person of the Quality assurance Team will, as appropriate, collect evidence from all relevant sources to create an investigation report of the complaint.
- 1.5 HABC will attempt to resolve complaints within one month of receiving notice of a complaint. Where this is not possible owing to the complexities of the investigations, the complainant concerned will be kept regularly informed of progress until the resolution is announced.
- 1.6 In case the complaint is against a certified person, the person must be contacted immediately and inform about the complaint to give the opportunity to establish his position.
- 1.7 Upon further investigation, if it transpires that it is a case of malpractice, the Quality Assurance Officer will follow the necessary procedures to investigate this case of malpractice (See PME046 – Malpractice Guidance Notes).
- 1.8 Appeals against decisions made by HABC may be lodged. Please refer to PME047 for Enquiries and Appeals Procedures.
- 1.9 The final Quality Assurance Officer’s decision regarding the complaint must be made based on the results of the investigation and the Regulations and this should be explained in a final document and informed to the concern complainant. Depend on the result of the investigation if the final decision is not for appealing, the decision regarding the complaint is final and binding. However;
- 1.10 Regulatory criteria allows for the final right of appeal to the Regulator.