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## Complaints Policy

The Rushmere Academy



September 2025

<b>PERSON RESPONSIBLE FOR POLICY:</b>	<b>MICHELLE HARVEY</b>
<b>APPROVED:</b>	<b>GABRIELLE BARTON</b>
<b>SIGNED:</b>	<b>MICHELLE HARVEY GABRIELLE BARTON</b>
<b>TO BE REVIEWED:</b>	<b>SEPTEMBER 2026</b>

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## INTRODUCTION

This document sets out our complaints policy and procedure and is aimed at Rushmere, learners and all interested parties who encounter a direct or indirect service from Rushmere.

We are confident of providing a high-quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations, that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

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## SCOPE

This policy covers complaints learners, members of the public or centres may wish to make in relation to the qualifications and associated services offered by Rushmere.

It is not to be used to cover appeals in relation to decisions made by Rushmere and the assessment of qualifications. These areas are covered by the individual policies relating to specific areas. Should a complaint be submitted which is in fact an enquiry or an appeal, we will respond to the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in the appropriate policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to Rushmere in accordance with the arrangements in our Malpractice and Maladministration Policy.

## REVIEW ARRANGEMENTS

We will review the policy and its associated procedures annually as part of our quality assurance arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback (e.g. to align with any appeals and complaints process established by Ofqual) and any trends that may emerge in the subject matter of complaints received.

If you would like to feed back any views please contact us via the details provided at below.

## HOW DO I REGISTER A CONCERN?

All of our staff have been trained to help our customers and they all like to help, so you should first try to sort out any problem within 10 working days of the event by speaking to a member of Rushmere staff.

If they cannot help or you wish to speak to someone else, you can ask to speak to the Centre Manager – Michelle Harvey

## HOW SHOULD I COMPLAIN?

If you are not satisfied with the help provided by the Centre Manager, please send a written complaint, **within 6 weeks** of the event you are complaining about and address it to The Rushmere Academy at the contact details outlined at the end of this policy.

## WHAT WILL HAPPEN TO MY COMPLAINT?

We will acknowledge receipt of your complaint within 5 working days, informing you who will be investigating your complaint.

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We aim to investigate the complaint within 4 weeks. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 8 weeks. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we will write/email you to inform you of our.

## **IF I COMPLAIN WHAT DETAILS DO I HAVE TO GIVE?**

When you contact us please give us your full name, contact details, including a daytime telephone number, along with:

- a full description of your complaint (including the subject matter and dates and times if known),
- any names of the people you have dealt with so far, and
- copies of any papers or letters to do with the complaint.

## **COMPLAINTS BROUGHT TO OUR ATTENTION BY THE REGULATORY BODIES**

Where Ofqual notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect qualifications delivered by Rushmere.

## **CONFIDENTIALITY AND WHISTLEBLOWING**

Sometimes a complainant will wish to remain anonymous. Although, it is always preferable to reveal your identity and contact details to us, if you are concerned about possible adverse consequences, you can request that we do not divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by Ofqual) to disclose information as to do so would be a breach of confidentiality and/or any other legal duty.

While we are prepared to investigate issues which are reported to us anonymously and/or by whistleblowers<sup>[1]</sup> we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

## **SUCCESSFUL COMPLAINTS AND/OR ISSUES BOUGHT TO OUR ATTENTION BY OFQUAL**

If any part of your complaint is upheld we will respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our qualification

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development, delivery or awarding arrangements and assessment process (if relevant), or by arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Ofqual indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- identify any other learner(s) who has been affected by that failure,
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- ensure that the failure does not recur in the future.

## **WHAT IF I AM NOT HAPPY WITH THE REPLY?**

If you disagree with the decision, the first point of call is the Quality Department.

If you are still unhappy with the decision taken in reviewing the complaint, you can, where relevant, take the matter through our appeals arrangements which are outlined in our Appeals Policy.

If you have any queries about the contents of the policy, please contact our Regulatory Department at:

## **CONTACT US**

The Rushmere Academy

Rushmere House, 20 Francis Street. Northampton. NN1 2NZ

Tel: 01604 635586

E-mail: [michelle.harvey@rushmereacademy.co.uk](mailto:michelle.harvey@rushmereacademy.co.uk)