

Complaints policy

CYQ is committed to providing high-quality awarding body services and will resolve any problems you may have with its service as quickly as possible.

All complaints will be treated seriously, and confidentially. Please note that in order to properly investigate your complaint it may be necessary to disclose limited, relevant information, to third parties in the form of personal data i.e. information from which you can be identified. Information about a complaint will only be given to people directly involved and everyone involved will be advised of the need for confidentiality.

Fair treatment for all is paramount.

CYQ welcomes feedback in order to constantly improve its products and services, therefore feedback and complaints are an important source of information for improving its services and delivering quality products.

CYQ has a formal complaints procedure to ensure complaints are dealt with in a professional manner. A complaint or dissatisfaction with CYQ's service can be brought to the attention of the [Head of Customer Service](#) or by telephone on 020 7343 1800.

If you wish to write to CYQ the postal address is: Central YMCA Qualifications, 112 Great Russell Street, London WC1B 3NQ.

CYQ will ensure that an acknowledgement of your complaint is made in writing within 48 working hours, giving an indication of its proposed action. A considered response would then normally be made within 14 working days. You should include:

- A clear explanation of the nature of your query or complaint
- Your full name and candidate/learner number (if applicable)
- Your centre name and course (if applicable)
- Copies of any relevant supporting documentation

CYQ's procedure covers all complaints about administration, administrative support, external quality assurance services, supporting resources and training provided by CYQ, including any allegations of discrimination and harassment. This procedure also includes complaints about CYQ-approved centres.

If your complaint is about a CYQ-approved centre, you should in the first instance contact the centre setting out the nature of your complaint and this should have been followed to a conclusion by the centre's own complaints policy and procedure.



If your complaint relates to CYQ products and services then it should be addressed to the Head of Customer Service. If the complaint relates to the Head of Customer Service, then it should be addressed to the [Director of CYQ](#).

If, following CYQ's full response, you feel that your complaint has not been adequately addressed then you have the right to appeal in writing to the Deputy CEO of Central YMCA at the above address setting out the reasons for your continued dissatisfaction. The Deputy CEO will respond with a final decision concluding the matter.

Please note, any complaint relating to a CYQ-approved centre should be made to CYQ within 20 working days of exhausting the centre's own procedures as stated above. Any complaint relating to CYQ products and services should be made within 20 working days of the event occurring that gave rise to the complaint. This is to ensure that CYQ can act in the most timely and efficient manner, and whilst the optimum amount of information and evidence is available.