

Feedback and complaints policy

Policy statement

This policy provides guidance to our approved centres and learners on how they can share feedback or make a complaint to YMCA Awards.

Scope

Each year, more than 220 centres deliver teaching and/or assessment of industry-leading YMCA Awards qualification to over 15,000 learners. Most of the time, this happens without issue but we understand that sometimes things go wrong.

Learners may be unhappy with the way their tutor is delivering their qualification, believe there is a mistake in learning materials or feel that an assessment decision is unfair.

Centres may be unhappy with how long we have taken to respond to a query, believe there is a mistake in our teaching and/or assessment materials or be unhappy with an interaction with YMCA Awards.

This policy enables centres and learners to share feedback – or make a complaint – so that we can work to find a solution.

Sharing feedback

We welcome constructive feedback, which helps us improve our products and services. We're committed to continually improving the experience of our learners and approved centres.

You can share your thoughts with us by calling us, completing a 'Contact YMCA Awards' form in Y-Connect, completing our [feedback and complaints form](#).

Making a complaint – information for learners

Stage 1 – Discussing your concerns with your training provider

If you have any concerns, the first step is to talk to your centre so they can investigate. As part of their investigation, your centre may contact us on your behalf or for support in putting things right.

All our approved centres must have formal complaints and appeals processes in place to support their learners. They will be able to give you more information about the steps you need to take but the process **usually ends with your centre providing you with a formal written response to your concerns**.

Stage 2 – Contacting YMCA Awards with feedback and complaints

If you're unhappy with the outcome of your centre's internal complaints process, or you feel they haven't followed their procedure correctly, you can ask us to review your case by completing our [feedback and complaints form](#) or by writing to us at:

YMCA Awards
120 Cromer Street
London
WC1H 8BS

You'll need to provide:

- details of your original complaint
- evidence that you've given your centre an opportunity to respond
- a phone number and email address.

Where we can help

Our priorities when reviewing learner complaints are to ensure, wherever possible, that:

- learners are supported to meet the learning outcomes of their qualification
- learners are appropriately certificated for their achievement
- our approved centres learn from complaints and feedback to support future delivery.

We'll check the information you've provided and investigate to determine whether your centre has broken any of the rules set out in our Centre Agreement. Where they have, we can set actions to ensure that they make things right, or we can withdraw approval to stop them from working with us in the future.

We aim to provide a detailed response within 15 working days. If we're unable to address your concerns within 15 working days, we'll provide you with an update on our investigation and information on when you should expect our reply.

We don't publish actions we set our approved centres unless our regulators tell us to, so we may not be able to fully communicate the outcome of our review to you.

Financial disputes

Centres charge fees for the services they provide, including venue hire, learning materials, teaching and assessment. We are not involved in setting these fees and **cannot intervene in financial disputes between you and your centre.**

Similarly, we are not involved in funding qualifications and have no power to write-off debt to funding agencies if you do not complete your qualification.

Stage 3 – Final review by YMCA Awards

If you don't feel that our response has addressed your concerns, you can ask for a senior manager to review your complaint. They will check to ensure that we've provided as much support as possible, and that we've followed our process correctly.

You can request a final review of your case by replying to our complaint response, or by writing to us at:

YMCA Awards
120 Cromer Street
London
WC1H 8BS

Stage 4 – Escalating to the regulator

If you've exhausted our complaints process and would still like to escalate your concerns further, you can get in touch with the relevant qualifications regulator:

Location	Regulated by
England	Ofqual public.enquires@ofqual.gov.uk
Wales	Qualifications Wales enquiries@qualificationswales.org
Northern Ireland	CCEA Regulation info@ccea.org.uk
Other UK regions and outside of the UK	Ofqual public.enquires@ofqual.gov.uk

Making a complaint – information for centres

Stage 1 – Contacting YMCA Awards with complaints

To submit your complaint you can:

- call and speak to our Customer Operations Manager (or Head of Business Development if your complaint is about our Customer Operations Manager)
- complete a 'Contact YMCA Awards' form in Y-Connect
- complete our [feedback and complaints form](#)
- write to us at YMCA Awards, 120 Cromer Street, London, WC1H 8BS

Stage 2 – Escalating your complaint

If you feel our response hasn't addressed your concerns or you're unhappy with the way we have handled your complaint, you can ask for a Senior Manager to review your case by:

- calling and speaking with our Head of Business Development
- adding a public comment to the Y-Connect form and selecting the 'Escalate' button
- responding to our Stage 1 response
- writing to us at Feedback and Complaints, 120 Cromer Street, London, WC1H 8BS

When escalating your complaint, you should clearly indicate why you are unhappy with the outcome of Stage 1.

Stage 4 – Escalating to the regulator

If you've received a response from a Senior Manager but would like to escalate your concerns further, you can get in touch with the regulator of our qualifications in your area.

Location	Regulated by
England	Ofqual public.enquires@ofqual.gov.uk
Wales	Qualifications Wales enquiries@qualificationswales.org
Northern Ireland	CCEA Regulation info@ccea.org.uk
Other UK regions and outside of the UK	Ofqual public.enquires@ofqual.gov.uk