

Dealing with receipt of Complaint form

- Form is received via the ccc@openawards.org.uk inbox
- Administrator checks inbox daily [logs receipt](#) of form on Quartz and notifies Customer Relations Senior Officer (CRSO) via email of complaints received. If complaint is from a learner about their Access to HE Diploma course complaint is forwarded to Customer Service Officer (Access) – CSOA to action
- CRSO/CSOA will establish facts and collate evidence relating to complaint. Complaint to be actioned within 15 working days from receipt of form
 - If complaint falls outside Open Awards (OA) jurisdiction CRSO/CSOA will contact complainant via email/letter whichever is appropriate within 5 working days and update 'Out of Scope' step in Quartz see step below*.
 - If further investigation/evidence is required CRSO/CSOA will contact complainant via email/letter whichever is appropriate to notify them of the reason for the delay and will update 'Holding' step in Quartz see step below*

Standard letters are available to use for out of scope, holding & final conclusion [click here](#) to view

- CRSO/CSOA will draft final conclusion letter and liaise with relevant manager
- CRSO/CSOA will send final conclusion via email/letter whichever is appropriate within 15 working days of receipt of complaint and update 'Resolved' step in Quartz see step below*
- *To update Quartz go to 'Events' tab (attached to either person/centre who submitted complaint) click on compliant event (highlighted in blue under Name column). Enter date of action in appropriate 'Actual Date' field (Out of Scope, Holding or Resolved)
- Copies of all correspondence should be stored in the Events document tab
- Once complaint has been resolved change status from 'Open' to 'Closed'. Open complaint events tab as above go to 'Status' top left hand of screen change status
- Exit out of all screens, say 'Yes' to save changes
- CRSO will run report weekly to monitor complaints and to review all compliments & comments. Report is stored in Reports section of Quartz (CCC – CCC Monitoring)