

Publishing Qualifications Board

Complaints Procedure

December 2017

Introduction

1. The Publishing Qualifications Board (hereinafter PQB) is committed to achieving high standards of delivery in all its activities for learners, by endeavouring to provide a service that:
 - Is consultative, seeking always to improve in all aspects of its business;
 - Responds in a timely, open and informative manner to complaints; and
 - Is manageable and cost-effective and not burdened with unnecessary procedures and processes.
2. PQB will endeavour to deal with complaints quickly and efficiently: wherever possible, the need for a formal written complaint will be avoided. However, if the matter requires a formal complaint the following procedures will be implemented.

Making a complaint

3. Individuals should not refrain from making a complaint, to express dissatisfaction with services or products provided by PQB, on financial or any other grounds, unless the complaint is frivolous, vexatious or malicious. PQB will deal with all complaints in a fair and timely manner: a record will be kept of formal complaints and the outcome of any resulting investigation and action, to enable PTC/PQB to improve its services as appropriate.
4. **PQB encourages any person wishing to make a complaint to do so in the first instance by telephoning or emailing PQB. Experience suggests that very often complaints can be dealt in this way with to the satisfaction of all parties concerned without the need to escalate the matter to a formal written complaint.**
5. When recourse to making a formal complaint is deemed necessary, the complaint must be sent in writing (by post or email) using the PQB Complaints Form (available on the PTC/PQB website). PQB will record and acknowledge receipt of all written complaints, and will endeavour to address the matter and achieve a satisfactory outcome for all parties as quickly as possible.
6. No-one involved in the actions or behaviours which may form the subject of the complaint will be involved in determining the outcome of the complaint.
7. It is important to note that any individual making a formal complaint who is dissatisfied with the decision arising from PQB dealing with a complaint must then follow the PQB Appeals procedure (see PTC/PQB website for details).

Complaints procedure

8. **In the first instance anyone wishing to register a complaint with PQB should do so by telephoning or emailing the PQB Office (see below for contact details).** The content of telephone



calls will be captured in written note form (not audio-recorded) by PQB and so those making a complaint by telephone must be prepared to provide, in confidence, their full name, address and contact details. These details should also be included in any emails.

9. Wherever possible, PQB staff will attempt to deal with complaints informally, to avoid the need for a formal written complaint to be submitted.
10. The following are the general areas into which complaints may be categorised.

(a) Complaint about PQB's general customer service.

These complaints can be made informally by telephone, or formally in writing, to the Chief Executive of PQB. The Chief Executive will investigate the matter concerned and report back to the person making the complaint as quickly as possible – typically within 3 working days following receipt of the original complaint.

(b) Complaint relating to course content

PQB recommends that the complaint is first raised informally with the tutor concerned. If this fails to resolve the problem the complaint will be referred to PQB who will consult with the course content author and then respond to the person making the complaint. If this does not resolve the matter a formal written complaint may be submitted.

(c) Complaint about a tutor

Please note that PQB will not normally accept complaints about the qualifications and experience of individual tutors; but complaints about a tutor's apparent lack of knowledge of a particular subject, or the style and content of a tutor's communications with a candidate, may be considered. **PQB requires that any such complaints about a tutor are made in writing using the PQB Complaints Form.** The matter will be investigated by the PQB Chief Executive and the PQB Internal Quality Assessor and a response will normally be sent to the person making the complaint within 21 working days of receipt by PQB of the Complaint Form.

(d) Complaint relating to the online platform (distance learning)

This will normally be handled directly by PQB staff and, where possible, a response will be given either immediately or within one working day. If further time is required to deal with and answer the complaint satisfactorily, for instance if the platform developers and IT support personnel need to be consulted, then PQB staff will advise the person making the complaint accordingly. If this does not resolve the matter a formal written complaint may be submitted.

(e) Complaint about grades awarded for an assignment or at end-of-course, Distance Learning (Basic Proofreading; Essential Copy-Editing).

An initial informal notification of disagreement with a grade can be made by email to PQB, outlining the nature of the complaint and the basis of the disagreement. However, it is usual for complaints about grades to be made using the PQB Appeals Procedure (see below).

Appeals



11. The PQB Appeals Procedure is intended for use in dealing specifically with complaints about grades awarded for assignments or at the end of course for the PQB Self-study Courses (Basic Proofreading; Essential Copy-Editing, Creative Copywriting). In such instances the PQB Appeals Procedure may be invoked: full details are available on the PTC/PQB website.
12. In brief, a formal Appeal must be submitted in writing using the PQB Appeals Form and the Appeal will be reviewed by an independent editorial or proofreading assessor under the procedural management of the PQB Internal Quality Assessor.

Contact details

The Publishing Training Centre
Assessment Services
6 Bell Yard
London
WC2A 2JR

Telephone: 020 8874 2718

Website: <http://www.publishingtrainingcentre.co.uk/pqb>

E-mail: support@pqb.org.uk