

ncfe complaints procedure.

Our procedure is applicable to NCFE Group including EPA Plus and Skills Forward. The procedure covers our customers including our learners, who wish to express their dissatisfaction with us about our products or services.

Listening to you

We're committed to providing you with the best products and services, however we know that from time to time things don't always go according to plan. If you feel that we haven't met your expectations, we want to know so we can put it right as quickly as possible for you, and stop it from happening again.

Tell us all about it

The first thing you need to do is get in touch.

By phone*

NCFE
0191 239 8000

EPA Plus
0191 240 8950

Skills Forward
0300 102 1023

By Email

complaints@ncfe.org.uk

[Webform](#)

In writing

Customer Recovery Team

NCFE

Q6

Quorum Business Park

Benton Lane

Newcastle upon Tyne

NE12 8BT

Or

Face to face with any of our representatives

Web Chat is also available on all our websites.

What we'll need to know

So we can capture, record and fully understand your complaint, we will need all of the following information, where applicable:

- your name
- centre Number (if applicable)
- a description of the complaint
- any names and/or dates you've noted if, you've already spoken to someone about this complaint
- how you/others have been affected by the complaint
- a contact number/email address and convenient time to contact you

*To continue to improve our levels of customer service, telephone calls may be recorded

What we'll do

We'll always aim to resolve a complaint as quickly as possible - right there and then on the phone if you call. When this isn't possible, we'll fully investigate the complaint with the aim to resolve it as soon as we can and we'll keep you updated along the way.

We aim to respond to and/or resolve all complaints within 5 working days of receipt. If there are exceptional circumstances, we may take longer due to the complexity of the complaint - however, we'll inform you if this is the case

Once the complaint has been investigated fully we'll contact you with the outcome and to discuss any next steps, we'll also be happy to provide a response in writing where appropriate.

If you're not satisfied

If you're not satisfied with how your complaint is being dealt with, you can request at any time for your complaint to be escalated.

If, after we've done everything we can to help, you're not satisfied with our final response, you can refer your complaint to our qualification regulators. Our regulators ask that the complaint is made within twelve months of the action you are complaining about, and that you have completed all stages of the awarding organisation's complaint process.

Here's how to get in touch with them:

England Ofqual

By phone
0300 303 3344

By Email
complaints@ofqual.gov.uk

In writing
**Complaints
Ofqual
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH**

Wales Qualification Wales

By phone
01633 373 222

By Email
report@qualificationswales.org

In writing
**Qualification Wales
Q2 Building
Pencarn Lane
Imperial Park
Coedkernew
Newport
NP10 8AR**

Northern Ireland Council for the Curriculum Examinations & Assessment (CCEA) Regulation

By phone
02890 261 200

By Email
complaints@ccea.org.uk

In writing
**Council for the Curriculum
Examinations & Assessment
(CCEA) Regulation
29 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG**