



TRANSCEND
AWARDS

Compliments, Comments and Complaints Policy

Version 07: September 2025



FULL MEMBER
**FEDERATION OF
AWARDING BODIES**



CIMSPA
Education Partner

Welcome

Welcome to the Transcend Compliments, Comments and Complaints Policy. This policy enables us to drive standards, deliver an outstanding service, and ensure compliance with regulatory requirements for complaints, as published by the Office of the Products and Examination Regulator (Ofqual).

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Section 01: Policy Purpose

1.1 Context and Culture

Transcend inspires individual and industry progression, performance and professionalisation as an **Evolutionary Education Enterprise**. We are immensely proud to be an awarding organisation regulated by Ofqual. We offer regulated qualifications, end-point assessment and a range of our own unique unregulated enrichment experiences. Our resolute dedication to the [UN Sustainable Development Goals](#) is what sets us apart! Education inequity must be eradicated! We must embrace each other's unique personality and encourage all people to reach their full potential. The quest for peace with prosperity in the preservation of our planet will never be achieved without **A UNITED TRANSFORMATIONAL EDUCATION FRAMEWORK**.

Our Purpose	Our Vision
<p>"Education is the most powerful weapon which you can use to change the world"</p> <p>Nelson Mandela</p>	<p>To be the GLOBAL influencer in sustainable transformation through inclusive education and enterprise experiences.</p>

We operate with the highest sense of propriety and integrity in the achievement of our vision. In doing so, we inspire trust and operate with transparency, complying with all relevant legislation and regulation. We use all intel to address issues, initiate both imminent and annual transformation plans.

1.2 Scope and responsibilities

The rationale for this policy is to enable all stakeholders and especially our learners to make compliments, comments, and complaints. This policy is published for internal and external use. It is relevant to any organisation or individual that supplies or receives our services. This includes senior officers, staff, technical partners, suppliers, recognised centres, their workforce, and learners.

Responsibilities of committees		Responsibilities of Senior Officers and Staff	
Transcend Governing Body	Policy oversight	Transcend Chief Controls Officer	Policy deployment and monitoring
Transcend Strategy and Standards Committee	Policy approval	Transcend Head of Engagement and Enforcement	Complaints handling

Policy violations and all complaints should be reported to the [Transcend Strategy and Standards Team](#). All complaints will be investigated without bias and corrective action will be taken in accordance with the **Transcend Penalties and Sanctions Policy** to prevent, mitigate, or manage any adverse effects.

Section 02: Policy Statement

2.1 Principles¹

Transcend is committed to the delivery of outstanding services. We pay due regard to all compliments, comments and complaints and take action to ensure continuous improvement within our organisation.

Our recognised centres are also required to provide a high-quality service to learners in line with the **Transcend Centre Recognition Conditions**. In complying with these, all centres publish a **Learner Complaints Procedure**, which is required to address the fair and considered handling of intel or issues that learners may have upon receipt of centre services.

In our commitment to outstanding services, we encourage all stakeholders including learners, recognised centres, partners and any other relevant third party to raise any concerns immediately. This will enable us to resolve matters without delay and consider changes to our ways of working. Learners are encouraged to report complaints directly to their centre in the first instance. Only where they have exhausted the centre procedures should they bring matters to us.

This policy is not to be used to review procedural decisions [such as assessment outcomes] which are covered within the **Transcend Appeals Policy**. Should a complaint be submitted which is categorised as an appeal, we will respond to inform the relevant party that the issue is being considered in accordance with The **Transcend Appeals Policy**.

This policy is not used to review allegations of misconduct, maladministration, or malpractice. Any Intel that indicates inappropriate behaviour, noncompliance with legislation, regulation, issues which comprise the integrity of our organisation, qualifications, compromise public confidence, or any matter that may give rise to a potential adverse effect will be reviewed under the **Transcend Maladministration and Malpractice Policy**. This includes but is not limited to safety, safeguarding, equality, or data protection concerns. As a reputable awarding organisation, we take responsibility for escalating such matters to the regulator or other authorities promptly where maladministration or malpractice is detected.

This policy identifies that it is necessary for us to collect and hold personal information associated with compliments, comments, and complaints. In doing so we hold the information provided to us securely and use it to enable to manage any investigations, corrective actions, and continuous improvements. For more information see the **Transcend Privacy Notice**.

¹ This serves to contribute to our compliance with Ofqual Conditions C2.3i, D4.3, A6.1, A7.1, A8.1

2.2 Service Definitions

Definitions	
Compliments defined	A compliment is defined as an expression of praise or admiration for our work in the management of our organisation and in the delivery of services.
Comments defined	A comment is defined as any feedback which may be of value to support our quest for continuous improvement.
Complaints defined	A complaint is defined as any concern which evidences with failure to adhere to published policy, procedures, and inability to meet service timescales.

Section 03: Policy Practices

3.1 Compliments

Transcend is committed to the evaluation of our strengths and opportunities for improvement. Therefore, we are grateful to any stakeholder who believe we have exceeded their expectations to share the experience with us. This enables us to standardised best practice as a transformational awarding organisation. Compliments should be made in writing to the [Transcend Engagement Team](#). We will acknowledge the compliment within 5 working days. Upon receipt, we may request further information. With permission we may publish the experience in a testimonial to enable other stakeholders to engage and gain insight into our unique culture and context.

3.2 Comments

Transcend is committed to delivering sustainable value to our stakeholders. We appreciate any feedback which may create an opportunity for us to improve. Comments should be made in writing to the [Transcend Engagement Team](#). Please ensure that you provide clarity to enable us to use the information to support changes. We will acknowledge the comment within 5 working days. Upon receipt, we may request further information to make changes in the leadership of the organisation or in the delivery of products or services where this is needed. We reserve the right to maintain systems and services in their current format where comments received from different parties are conflicting.

3.3 Complaints

3.3.1 Complaints reporting

3.3.1a Complaints against recognised centres services

In making a complaint against a recognised centre's services, a learner is reporting an allegation of non-compliance with published policy and the *Transcend Centre Recognition Conditions*. Learners must make all complaints directly to their recognised centre in accordance with the centre's complaints procedure. However, if the learner exhausts the centre's complaints procedure, and remains dissatisfied with the outcome, they are then eligible to report the details of their complaint to the awarding organisation. The complaint must be made within 25 working days of the final decision being communicated by the recognised centre. To make the complaint the learner should forward all relevant information to the [Transcend Engagement Team](#).²

² Learners may only bypass the recognised centre complaints procedure in exceptional circumstances where they feel there was a significant breach by the centre of our procedures or published requirements. However, this is no longer a categorised as a complaint and should be communicated as an allegation of maladministration or malpractice. We reserve the right to refer any such issues to the relevant centre for initial consideration.

3.3.1b Complaints against awarding organisation services

If the awarding organisation products, solutions, or service levels do not meet expectations in line with our published standards, strategy, policy or process, a customer service complaint may be reported.

The complaint must be made within 25 working days of the issue being detected. To make the complaint all relevant information should be sent to the [Transcend Engagement Team](#).

3.3.1b Complaint reports, supporting evidence and confidentiality

All complaints must include:

- the full description of the complaint including the subject matter, dates, times, and any reference numbers, if known
- the names of any people involved in the matter and names of any people dealt with
- the copies of any intel, data, documents, or communications connected with the complaint.

If the complainant wishes to remain anonymous, we aim to try to maintain confidentiality wherever practicable. It is preferred that allegations are accompanied with identity and contact details. Those who wish to remain anonymous and are concerned about possible adverse consequences should explicitly state this in the report. We cannot guarantee confidentiality in all cases as we may need to disclose the identity should the allegation lead to issues that need to be taken forward by such as the regulator, courts, police, fraud prevention agencies or other law enforcement agencies. The Transcend Whistleblowing Policy should be accessed via the website for further information.

3.3.2 Complaints management

3.3.2.a Complaints handling³

We will acknowledge receipt of a complaint within 5 working days. We will then investigate the complaint and provide an update or outcome within 25 working days. All investigations are carried out rigorously and objectively by an independent person of appropriate competence who has no personal interest in the outcome. This serves to prevent conflict and to maintain objectivity. The complainant may be contacted to request additional information, to attend a meeting or interview.

³ This serves to ensure compliance with Ofqual General Conditions: A6.1, A7.1, A8.3, B3.1, D4.4

Where [adverse effects as confirmed by Ofqual](#) are detected at any point in the investigation, the regulators and other awarding organisations may be informed and updated periodically. This is dependent upon the severity of the risk, the nature of the adverse effects and the treatment required. Product partners will be notified in all cases where it concerns a product developed in partnership with the awarding organisation or a member of their licensed workforce. Investigation outcomes are subject to reactive risk assessment and corrective action will be taken to prevent, mitigate or manage any adverse effects. All results are interrogated and validated by our Strategy and Standards Committee with oversight by the Governing body to ensure independence in the final decision making.

3.3.2.b Complaint outcomes

Where a complaint has been upheld, or where an investigation following notification from a regulator indicates a failure in our processes, we will pay due consideration to the outcome and take corrective action which may include:

- identifying any other learner who has been affected by that failure
- correcting, or where it cannot be corrected, mitigating as far as possible the effect of the failure.
- the issue of penalties, sanctions, or corrective actions in accordance with the [Transcend Penalties and Sanctions Policy](#)
- notifying Ofqual, other authorities or awarding organisations of the failure and the actions take to mitigate risks
- reviewing a product or service or our approach to developing, delivering, or awarding products and services
- engaging in reflective practice and taking steps to ensure that the failure does not reoccur in the future.

If any part of a complaint is upheld, we will respond to the complainant accordingly and give due consideration as to how we can improve our approaches, products, and services. This may result in a change to approaches, products, services, or staff training. In exceptional circumstances, internal disciplinary procedures may be exercised where behaviour of our senior officer or staff is deemed inappropriate. Details of internal disciplinary procedures will not be shared externally other than the description of the outcome where confidentiality requirements permit.

3.3.2.c Complaint escalations via appeals

Where a complainant is dissatisfied with the complaint outcomes, a procedural appeal may be submitted to the awarding organisation with supporting evidence in accordance with the [Transcend Appeals Policy](#).

3.3.2.d Complaint escalations to the regulator

Ofqual views a complaint as an expression of dissatisfaction about an organisation or qualification they regulate. They want all users of regulated qualifications to receive a good service and to have things put right when they go wrong. The first step in trying to resolve an issue is to complain to the organisation you are dissatisfied with, to give them an opportunity to rectify the issue. They expect complainants to have reported the issue to the organisation they are dissatisfied with, and given them an opportunity to rectify the issue, before complaining to Ofqual.

Complainants should only report issues to Ofqual if the complaint is within 12 months of the issue arising and if the associated awarding organisation or qualification is regulated by Ofqual. Ofqual will only handle a complaint:

- when an organisation they regulate does not comply with their regulations
- when it is related to the award of products by organisations they regulate
- when it is related to issues that could undermine public confidence in products they regulate

Ofqual have [published clear guidance](#) and rules associated with making a complaint. It is recommended that these are accessed and understood before commencing the [Ofqual complaints process](#).

Section 04: Policy Performance

4.1 Policy assessment and refinement

4.1.1 Evaluation and understanding

This policy is subject to systematic evaluation for effectiveness and efficiency. Evaluation is based on feedback collected which is understood and shared. Upon receipt of valid evidence which suggests change is required the change management process is initiated. We are also proactive in managing our policies and conduct formal assessments on an annual basis.

In doing so, we pay due regard to all credible evidence and consider relevant data across systems and feedback from stakeholders. This ensures the policy remains appropriate, is understood, and deployed effectively to prevent adverse effects. During this process appropriate measures are selected to establish timely, relevant, and accurate results.

4.1.2 Learning and improvement

When conducting evaluation and assessments we consider the emerging trends analysis, measurement, learning and benchmarking to inspire creativity and generate innovative solutions to improve performance in a timely manner. This is achieved through several activities, which are undertaken to identify sound practices and improvement opportunities. The results are used to identify, prioritise, plan, and implement the relevant refinements and improvements.

Appendix 01: Ofqual General Conditions of Recognition Alignment

This document supports our compliance with the following Ofqual General Conditions of Recognition.

Condition title	Condition alignment
Condition A6 - Identification and management of risks	A6.1
Condition A7 - Management of incidents	A7.1
Condition A8 - Malpractice and maladministration	A8.1, A8.3
Condition B3 - Notification to Ofqual of certain events	B3.1, B3.1, B3.2, B3.5, B3.6
Condition C2 - Arrangements with Centres	C2.3i
Condition D4 - Responding to enquiries and complaints procedures	D4.4, D4.3, D4.4a, D4.4b

Appendix 02: Policy Version Control

This document is subject to version control. We will request feedback from stakeholders in advance of any change and publish the updated document via our website. All changes will be tracked here and confirmed as an updated version.

Version	Publication date	Publication Details
Version 01	Jan 2019	Publication 01
Version 02	Sep 2020	Publication 02 Section 1.2 Scope and responsibilities updated for clarity.
Version 03	Sep 2021	Publication 03 Title updated to include complements to influence annual improvement plans. Section 02 updated to include complements definitions. Section 03 updated to include complement procedures. Branding <i>Commitment to Excellence</i> updated to <i>Commitment to Transformation</i> .
Version 04	Sep 2022	Publication 04 Policy structure updated to expand sections defined by numbers for ease of reading. Section 1.1 Context and culture updated to reflect the organisational change of control. Section 3.3 Reporting learner complaints against centres updated for clarity. Section 3.3.2.d Complaint escalations to the regulator updated in line with Ofqual guidance Appendix 1 Regulatory Notification Drivers Removed and hyperlink to Ofqual conditions added to page 8.
Version 05	Sep 2023	Publication 05 Section 03 updated to reflect the new Transcend Engagement Team contact email
Version 06	Sep 2024	Publication 06 Section 1.1 and 1.2 merged into 1.1 Section 1.3 and 1.4 merged into 1.2
Version 07	Sep 2025	Publication 07 Section 1.3 Responsibilities of Senior Officers and Staff updated to reflect changes in the organisational structure