



**CAMBRIDGE**  
ACCESS VALIDATING AGENCY

# Complaints Policy

## Initial concern

1. Complaints should be received in writing—the complaint must include name and contact details; anonymous complaints will not be considered.
2. The CAVA officer will acknowledge the complaint and log the details—within one working day—and forward to the designated CAVA officer to deal with.
3. The designated CAVA officer will determine whether the complaint is within the scope of CAVA's remit and respond to the complainant within five days of receipt with either:
  - an outline of action, including timescales, and a request for any further information, or
  - if not within CAVA's scope, give reasons why the appeal/complaint cannot be acted upon by CAVA and, if appropriate, suggest the next course of action eg, for the complainant to contact the relevant organisation. The CAVA officer will refer the complaint to the relevant organisation where appropriate.

CAVA's role in student concerns is to ensure that colleges have appropriate appeals and complaints policies, and that they are implemented appropriately.

The designated CAVA officer will have appropriate authority to respond to the complaint, will not have been involved in the incident that is the subject of the complaint, and will have no vested interest in the outcome.

## Investigation

1. The designated CAVA officer will have 15 working days to seek information and documentary evidence from the complainant and any other parties, eg, course leader, CAVA staff, external moderator.
2. The CAVA officer will consider whether there is sufficient evidence to reach a decision. If not, the complainant will be informed and further information requested.
3. Once sufficient information is gathered, the CAVA officer will make an initial conclusion against each point raised and a recommendation for action. This conclusion will be discussed and agreed by the QuAD/CAVA chair before the decision and action are finalised.
4. The CAVA response is sent to the complainant who has 10 working days to comment on the factual accuracy of the information in a written reply.
5. The CAVA officer will consider any additional information provided before reaching a final conclusion. A final conclusion will be confirmed to the complainant within 10 working days.
6. All complaints from students and/or CAVA providers are reported to the QuAD for consideration and recommendations for further action. All complaints from CAVA non-providers and/or members of the public are reported to the Board for consideration and recommendations for further action.



## Complainant not satisfied

1. If the appeal is unresolved or if the complainant is dissatisfied with the decision, they may request that the appeal or complaint be referred to the CAVA chair or the CAVA chair of the QuAD for review.
2. The chair will undertake the review with two independent members.
3. The chair of the QuAD/Board will respond within 10 working days of the meeting. The decision of the chair will be final and there is no further opportunity to appeal within CAVA.

## Complaints flowchart

