



The Digital College

Customer Complaints Policy

The Digital College Ltd always aims to achieve the highest possible standards in all areas of our business and particularly in dealing with our customers and students. There are of course times when things do go wrong. This page sets out our complaint's procedure, and advises you how to make a complaint, and how you can expect your complaint to be dealt with.

Making a complaint

To make a complaint you can use one of the following two routes.

1. Use the form on the [Contact Us](#) page and set the "Request Type" to Complaint, or
2. Email details of your complaint to info@thedigitalcollege.co.uk

You are more than welcome to call us on the number on our website (www.thedigitalcollege.co.uk) and we will attempt to resolve your issue. We may still ask for the details to be sent to us in writing.

What happens next?

1. When you submit your form, your comment or complaint will be automatically entered into our support system and allocated a ticket number.
2. Your completed form will go to our customer support unit. Staff will identify which department is responsible for dealing with it, and then send it on to the head of that department. They should also send you an acknowledgement by email.
3. If your complaint can be answered reasonably quickly, you should get an answer from the department within 7 working days of it being received. The response may be via email, or by telephone.
4. If it's more complicated, we will give you a progress report within 7 working days and be provided with a new timescale for resolution.

What if I am not happy with the outcome of my complaint?

1. If you are unhappy with the outcome of the investigation, you may escalate the complaint to a director.
2. You must state all your reasons for escalating the complaint in writing by replying to the outcome email within 7 working days of receipt. This will form the scope of the review, no new or additional reasons can be submitted after this point
3. A director will be appointed to handle your request and they should acknowledge the escalated complaint as soon as possible but no later than 7 working days

4. The escalated complaint should be reviewed and where appropriate, resolved as soon possible but no later than 7 working days from acknowledgement
5. If further time is required due to the complexity of the complaint, then the complainant should be advised of the revised target completion date
6. You should be advised in writing by the director of the outcome of the escalated complaint review.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

The Awarding Organisation is either:

- Highfield Qualifications and their website is: <https://www.highfieldqualifications.com>, or
- Ascentis and their website is: <https://www.ascentis.co.uk/user-resources/policies-and-key-documents>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277, or Ascentis on 01524 845046.

Should you address your complaint to Highfield Qualifications or Ascentis and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of The Digital College or Highfield Qualifications or Ascentis will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

*The following list of Qualification Regulators are provided as additional guidance:

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
 - Delivered in Wales - Qualifications Wales
 - Delivered in Northern Ireland - CCEA Regulation
 - Delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of The Digital College, Highfield Qualifications as the Awarding Organisation, and the relevant qualification regulator then you do

have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk

If you have any queries about the contents of this policy, please contact the company director on 020 7183 2673 or email support@thedigitalcollege.co.uk.