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Active IQ enquiries policy

Introduction

This policy is aimed at our customers, including learners, who are delivering, are enrolled on, or have completed an Active IQ approved qualification. It sets out the process you should follow when submitting an enquiry to us about results, and the process we will follow when responding to enquiries.

It is also for use by our staff to ensure they deal with all enquiries in a consistent manner.

Centre's responsibility

It is important that your staff who are involved in the management, delivery, assessment and quality assurance of our qualifications, and your learners, are aware of the contents of the policy. In addition, you must have in place internal enquiry arrangements that learners can access if they wish to raise an enquiry with Active IQ.

Review arrangements

We will review this policy annually as part of our self-evaluation arrangements, revising it as necessary in response to customer and learner feedback or best practice guidance issued by the regulatory authorities.

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Fees

We will not charge you or your learners a fee to cover the administrative and personnel costs involved in dealing with enquiries.

Areas covered by the policy

This policy covers:

- enquiries from centres or learners about any aspect of the services or qualifications we provide

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Process for raising an enquiry

Centres should contact our Customer Service team on:

E: csteam@activeiq.co.uk

T: +44(0)1480 467 950

T: +44(0) 845 688 1278

If you enquire on behalf of your learners, please obtain the learners' permission in the first instance.

How Active IQ will deal with enquiries

We will aim to respond to all enquiries within two working days. If we are unable to respond within this timeframe, we will provide you with an estimated response date.

Please note: in reporting on our findings, we are not obliged (as recommended by the regulator) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty. Please also refer to our customer service statement.

Revision History

Document Number	Date	Summary of changes	Author	Approved by
AIQ006254	30/10/2024	Accuracy Review	Mandie Percival	Kayleigh Lee
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