

## Action Plan



This Action Plan must be completed electronically and submitted in Microsoft Word format to [regulation@sqa.org.uk](mailto:regulation@sqa.org.uk) by 16 June 2021.

Issue number	Detail of Issue recorded	Risk rating	Proposed action and evidence to be provided <small>(Failure to include a description of your intended methodology AND details of the evidence that you will provide could result in your Action Plan not being approved by ACG.)</small>	Target date for completion by awarding body <sup>1</sup>	Date Issue closed out by SQA Accreditation <sup>2</sup>
1. Principle 12	<p>The complaints procedure at provider 1 does not refer to the escalation of complaints to CIH as the awarding body or to SQA Accreditation as the regulator. There is also a reference to appeals within the complaints procedure which is not relevant in the context of complaints.</p> <p>This Issue has been raised previously in the provider monitoring report of 2017–18 which involved the same provider being monitored, as in this report.</p>	Medium	<p>An audit will be carried out of all centres offering SCQF qualifications requesting a copy of their complaints procedure for review. Where there are weaknesses such as mention of complaints or no escalation to CIH we will ask for revised policies to be produced.</p> <p><u>Evidence to support this action</u> A report on findings.</p>	31 <sup>st</sup> October 2021	19/11/2021

<sup>1</sup> If the awarding body believes it has completed the action prior to approval of the Action Plan by ACG, insert the considered date of completion. The date will be subject to review depending on the quality of the evidence supplied.

<sup>2</sup> Issues can only be closed out once the evidence to complete the action has been quality reviewed and the Action Plan has been approved by ACG. The period of time between ACG approval and the date the Issue is closed out is not necessarily reflective of any quality issues.

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			<p>Copies of revised Complaints Policies.</p> <p>We will add a section in the next AO Newsletter advising all centres of the requirements of Complaints Policies.</p> <p><u>Evidence to support this action</u> Copy of newsletter</p> <p>We will remind all EQAs to check that Complaints Policies are accurate at their next annual visits</p> <p><u>Evidence to support this action</u> EQA Training Event Agenda and meeting notes</p> <p>We will remind all centres of the Complaints Policy requirements in the planned Centre Forums in the Autumn.</p>		

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			<u>Evidence to support this action</u> Meeting Agenda		

Action Plan approved by ACG on Wednesday 23 June 2021

