

## SP - P06W - External Complaints Procedure

### Introduction

CACHE is fully committed to ensuring that all our customers receive the best possible service. However, we do recognise that sometimes some of our customers experience problems.

The purpose of this procedure is to ensure that any complaint received by CACHE is dealt with effectively and efficiently.

### What is a Complaint?

This procedure applies to any complaint received by CACHE.

For the purpose of this procedure, the following definitions apply;

- Complaint - A concern about a product or service provided by CACHE or a CACHE Centre
- Enquiries about Results - A concern expressed by a Centre about a CACHE external assessment result (including re-marks) are not covered by this procedure, please refer to OF - P12W - External Enquiries About Results Procedure in cachezone

### If you are a Learner or Parent/Carer

Each of our approved Centres has its own internal complaints and appeals process. You should refer your complaint to the Centre in the first instance. If you have done this and are dissatisfied with the outcome, you should bring your concern to our attention. We may require copies of any relevant letters and correspondence between you and the Centre.

### Procedure

To make a complaint please

#### Telephone:

Customer Support – 0345 347 2123

or

#### E-mail:

[info@cache.org.uk](mailto:info@cache.org.uk)

or

**Write to:**

Customer Services  
CACHE  
Apex House  
81 Camp Road  
St Albans  
Herts AL1 5GB

To enable us to process your complaint as quickly as possible, please provide us with:

- Your name and address
- Your Centre name and Centre number
- A telephone number and e-mail address
- The relevant qualification and Qualification Reference Number (QRN)
- A clear description of your complaint

**Once your complaint is received at CACHE**

- We will acknowledge your complaint within two working days of receipt.
- We will undertake a full investigation and aim to provide a full response within ten working days. Sometimes it may take longer to investigate your concerns, if this is the case we will inform you of when we expect to respond and keep you updated as to the progress.

**If you are not satisfied with the Outcome**

CACHE will always aim to resolve your complaint however; if you are not satisfied with our final response you can refer to CACHE's Appeals Management Procedure. To make an appeal, complete a CACHE Notice of Appeal form which can be found on the CACHE website [www.cache.org.uk](http://www.cache.org.uk)