

Customer Complaints and Feedback



The Street Works Qualifications Register's goal is to deliver high quality services to all centres, applicants and Awarding Bodies. We welcome any opportunity to improve the provision of services.

Unfortunately, sometimes things do go wrong. We take complaints about our work, staff and levels of service very seriously. If you are dissatisfied with any aspect of our service, please tell us. A formal complaint can be raised as follows:

You can complain via e-mail to SWQR@sqa.org.uk or by writing to:

Street Works Qualifications Register (SWQR)
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

Making a complaint to SWQR

When making a complaint, please be as specific as possible whilst giving succinct details i.e. SWQR number, candidate name, date of birth, type of card held, Awarding Body number (if known) and card expiry date. We would also require full details of the complaint including names of anyone connected with the complaint, their involvement and as many specific details as possible e.g. dates, previous correspondence and any other relevant information.

Time limit for making complaints

There is a time limit of one year from the point when the individual first knew of the issue, and made their complaint known to SWQR, unless there are special circumstances for considering complaints beyond this time.

On receipt of any complaint, SWQR will apply this timeline to determine whether the complaint can proceed or whether the complaint, having exceeded the timeline, cannot be processed any further.

What happens next?

We will:

- confirm receipt of your complaint;
- confirm the timelines for providing you with a response to your complaint.

Our timescales are:

- 20 working days (complex complaints).

Not all complaints can be resolved quickly. Some complaints are complex or require a thorough investigation before we can reach a decision. In these cases, we aim to establish all the facts relevant to the points made in the complaint, and to give the complainant a full, objective and proportionate response that represents our final position.

Typically, our investigations will not exceed 20 working days from receipt of your complaint. However, where it is anticipated that the investigation will exceed this timescale we will advise you of the reasons for any extension together with a new estimated resolution target date.

Complaining on a candidate's behalf

Candidate's information is protected by the Data Protection Act 1998. If you are contacting us on behalf of someone else we need to know that you have their permission to do so.

Confirmation in writing by the person concerned will be required unless they are unable to provide this (for example due to disability or illness). Please complete the consent form:

[Complaint consent form.docx](#)

Appeals

Where a complaint has been concluded and the complainant has been informed of the decision, if they consider the outcome to be unreasonable, then they have the right to lodge an appeal.

The appeal must:

- be lodged with SWQR no more than 15 working days from receipt of the written notification of the original decision;
- be sent to the SWQR mailbox – swqr@sqa.org.uk or by writing to:

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- have a subject heading of “Complaint Appeal”;
- be marked for the attention of “Head of Service, Contract Operations”;
- clearly state the grounds for the appeal indicating why it is believed the decision was unreasonable.

The Head of Service will nominate an independent reviewer within the Contract Operations Team to support them with the investigation and to advise whether the original decision should be upheld or overturned. SWQR will aim to review the evidence submitted together with the original complaint and respond to the appellant in 20 working days.

If you remain dissatisfied with the outcome of our investigation into your complaint and our conclusion, you have the right to ask the Scottish Public Services Ombudsman (SPSO) to review your complaint.

The SPSO cannot:

- normally look at complaints more than one year after you became aware of the issue about which you are complaining;
- look at complaints that have been, or are under consideration, in a court of law;
- consider complaints about academic decisions, such as the outcome of an assessment.

You can contact SPSO on Freephone 0800 377 7330 or go to their website www.spsso.org.uk or write to them at Freepost SPSO.