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# SQA complaints policy

Candidates or training providers can make a formal complaint or provide feedback in writing, by fax or by email to any member of SQA staff. All complaints will be entered into the formal SQA complaints process and SQA will acknowledge the complaint within five working days of receipt.

SQA's target is to provide a considered response within ten working days of receiving a complaint.

If for any reason SQA cannot resolve the matter within ten working days, the complainant will be informed of the delay, the reasons for it and will be given a date by which SQA will provide a full reply.

If the complainant is unhappy with the SQA response to the formal complaint, the complainant may write within 28 days to:

**Customer Support Manager**  
SQA  
The Optima Building  
58 Robertson Street  
Glasgow  
G2 8DQ

The customer support manager will review the complaint and the SQA's response on behalf of the SQA Chief Executive and a reply will be sent within 15 working days. In exceptional circumstances, the complaint may be referred to the SQA Board of Management. The complainant will be advised if this course of action is to be taken.

If the complainant is still dissatisfied with the SQA response, under the terms of the Scottish Public Ombudsman Act 2002, the complainant may ask the Ombudsman to look at the case. This request must normally be submitted to the Ombudsman within 12 months of the complaint being raised. The Scottish Public Service Ombudsman can be contacted at:

**Scottish Public Service Ombudsman**  
Freepost EH641  
Edinburgh EH3 0BR  
Telephone: 0800 377 7330  
Text: 0790 049 4372  
Fax: 0800 377 7331  
Email: [ask@spsos.org.uk](mailto:ask@spsos.org.uk)