

Enquires, Compliments and Complaints Policy

Introduction

CIOL Qualifications (CIOLQ) strives for high standards with regard to our service delivery, contact and the use of our website. We welcome feedback from candidates, exam venues, training providers and other service users. Such feedback is invaluable in helping our organisation to continually evaluate and improve.

If you feel that you have received a level of service below your expectations, please let us know immediately.

Scope

The Enquiries, Compliments and Complaints Policy is provided for candidates, exam venues and training providers who receive direct or indirect service from CIOL.

This policy covers enquiries, compliments or complaints made in relation to our qualifications and associated services.

wh

Policy version and owner

Policy review date	April 2026
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
ConditionD4: Responding to enquiries and complaints procedures
Qualifications Wales
ConditionD4: Responding to enquiries and complaints procedures