

COMPLAINTS POLICY

This document sets out the policy of Propertymark Qualifications for individual (distance learning) candidates who are dissatisfied with the level of service provided by Propertymark Qualifications and wish to make an official complaint.

Candidates sitting examinations within teaching or training centres should refer to their centre contact.

Candidates may wish to resolve the matter informally by contacting Propertymark Qualifications using the contact details below. However, if a candidate's concerns cannot be satisfactorily resolved informally then the formal complaints procedure should be followed.

1. Definition of a Complaint

A complaint is an expression of dissatisfaction from a candidate regarding the level of service provided by Propertymark Qualifications when contacting us, using any of our products or services, or with the complaint-handling process itself.

The types of complaints covered by this policy include:

- Poor service
- Unreasonable delay or failure to act
- Behaviour or conduct of Propertymark Qualifications staff
- Unfair treatment
- Failure to follow published policies without reason

The types of complaints not covered by this policy include:

- Content of published policies
- Dissatisfaction with professional membership divisions within Propertymark
- Dissatisfaction with services provided by Pearson Vue or MOL
- Matters which have previously been investigated following this complaints policy
- Examination content

Complaints regarding professional membership divisions within Propertymark, such as ARLA Propertymark or NAEA Propertymark, must be directed to the relevant membership division following their own complaints procedure.

Complaints regarding the services provided by Pearson Vue or MOL must be directed to the relevant organisation following their own complaints procedure.

Candidates who are dissatisfied with an examination result or the content of an examination must refer to the [Post Results Services Policy](#) on the Propertymark Qualifications website.

2. Making a Complaint

Stage One

Candidates should submit their complaint in writing by email or letter using the contact details below, no later than 10 working days following the incident. Verbal complaints and complaints from a third party will not be considered.

When submitting a complaint, the candidate should provide the following information:

- Full name and candidate number (if known)
- Contact details, including daytime telephone number
- A full description of the complaint, including the subject matter, dates and times
- Any names of the people dealt with so far
- Any evidence regarding the complaint

Propertymark Qualifications will acknowledge receipt of the complaint within three working days as well as informing the candidate who is dealing with the complaint. We will aim to resolve the complaint within 10 working days. However, where a complaint is complex we may extend this time.

Stage Two

If the candidate is not satisfied with the outcome of Stage One, then they will need to submit a Stage Two **Complaint Form** which should be requested by email. Stage Two complaints will only be considered if the complaint form is submitted within 10 working days of receiving the outcome of a Stage One complaint.

Propertymark Qualifications will acknowledge receipt of the Stage Two Complaint Form within three working days, and the complaint will be dealt with by the Standards and Assessment Manager. The Standards and Assessment Manager will aim to resolve the Stage Two complaint within 10 working days. However, where a complaint is complex we may extend this time.

Stage Three

If the candidate remains dissatisfied with the outcome of their complaint, they can request an internal review of their complaint by writing to the Head of Qualifications using the contact details below.

The Head of Qualifications will normally respond within 10 working days informing the candidate of the action which will be taken to investigate the complaint, and when the candidate can expect to hear the outcome of the investigation. If the original complaint was against the Head of Qualifications, then the Stage Three complaint will be handled by the Governing Body.

3. Propertymark Qualifications Contact Details

Propertymark Qualifications can be contacted by emailing qualifications@propertymark.co.uk

If a candidate prefers to write to us, our address is:

Propertymark Qualifications
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG