

Awarding Body / Corff Dyfarnu	How to complain to the awarding body Follow the link for further guidance. / Sut i wneud cwyn i'r corff dyfarnu <i>Cliciwch ar y ddolen am arweiniad ychwanegol.</i>	Contact email / Cyfeiriad e-bost
1st4sport	95030-1st4sport-Complaints-Policy-and-Customer-Service-Pledge-July-2022 https://www.1st4sport.com/getmedia/b7fb1ede-fce8-4d03-b43a-48169f7e49ed/95030-Complaints-Policy-and-Process-July-2022	centreservices@1st4sportqualifications.com
AAT – Association of Accounting Technicians	www.aat.org.uk/about-aat/aat-customer-charter/complaints-about-aat-service www.aat.org.uk/prod/s3fs-public/assets/Student-complaints-March-2017.pdf	customersupport@aat.org.uk
ABRSM – Associated Board of the Royal Schools of Music	https://gb.abrsm.org/en/contact-us/send-exam-feedback/	abrsm@abrsm.ac.uk
ACCA – Association of Chartered Certified Accountants	www.accaglobal.com/uk/en/footertoolbar/contact-us/connect/unhappy.html	complaints@accaglobal.com
Active IQ	https://activeiq.co.uk/docs/default-source/pdf/policies-and-procedures/aiq-complaints-policy-2018.pdf?sfvrsn=928a04e9_2	info@activeiq.co.uk
Agored Cymru	www.agored.cymru/File/4559	info@agored.cymru gwybodaeth@agored.cymru

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AIM Qualifications (<i>previously / yn flaenorol AIM Awards</i>)	https://www.aimawards.org.uk/download/clientfiles/files/Compliments%2C%20complaints%20and%20whistleblowing(2).pdf	enquiries@aimawards.org.uk
AQA – AQA Education	https://www.aqa.org.uk/contact-us/complaints-and-feedback	complaints@aqa.org.uk
Ascentis	https://www.ascentis.co.uk/Handlers/Download.aspx?IDMF=c89a41f0-81d2-46b0-9149-ed7d3893909c	Operations@ascentis.co.uk
ASDAN – Award Scheme Development and Accreditation Network	https://www.asdan.org.uk/about/customer-service	info@asdan.org.uk
ASQ – Associated Sports Qualifications	http://www.asq.org.uk/asq-customer-service.html	
ATHE – ATHE Ltd	https://atheuk.sharepoint.com/sites/CentreSupport14/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FCentreSupport14%2FShared%20Documents%2FGeneral%2FPolicies%2FATHE%20Complaints%20Procedure%2Epdf&parent=%2Fsites%2FCentreSupport14%2FShared%20Documents%2FGeneral%2FPolicies&p=true	
BBO – British Ballet Organisation	https://bbo.dance/policies/42-2015-07-21-14-14-19-6/policies/87-complaints	

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BCAB – British Canoeing Awarding Body	https://www.britishcanoeingawarding.org.uk/reporting-malpractice/	lee.pooley@britishcanoeing.org.uk
BCS – BCS, The Chartered Institute for IT	https://forms.bcs.org/customer-service/	
BHSQ – BHS Qualifications (previously / yn flaenorol <i>EQL – Equestrian Qualifications Limited</i>)	https://www.equestrian-qualifications.org.uk/policies-and-procedures/policies-and-procedures-documents	
BIIAB – BIIAB Qualifications	https://www.biiab.org/useful-information/contact-us/general-online-request/	
BPEC – BPEC Certification Ltd	https://bpec.org.uk/learners/complaints/	info@bpec.org.uk
CABWI – CABWI Awarding Body	https://www.cabwi.co.uk/files/Live/public/support Article/44106441/Enquiries%20&%20Complaints %20Procedure%20V2%20August%202017.docx.p df	
Cambridge English – Cambridge Assessment English	https://www.cambridgeenglish.org/help/complaints/	
Cambridge International – Cambridge Assessment International Education	http://www.cambridgeinternational.org/	

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CICM – Chartered Institute of Credit Management	https://www.cicm.com/complaints-procedure/	professionalqualifications@cicm.com
CIH – Chartered Institute of Housing	http://www.cih.org/resources/PDF/Education/Complaints%20policy%20V1015.pdf	accreditation@cih.org
CII – Chartered Insurance Institute	https://www.cii.co.uk/media/535411/cii_customer_complaints_policy_mar2015.pdf	complaints@cii.co.uk
CILEx – Chartered Institute of Legal Executives	https://www.cilex.org.uk/about_cilex/who_we_are/customer-service/customer-feedback	corporateaffairs@cilex.org.uk
CILT(UK) – The Chartered Institute of Logistics and Transport in the UK	https://ciltuk.org.uk/Contact-Us/Make-an-Enquiry	
CIM – Chartered Institute of Marketing	https://support.cim.co.uk/contact-us/	
CIOL Qualifications	https://www.ciol.org.uk/contact	
CIPD – Chartered Institute of Personnel and Development	https://www.cipd.co.uk/about/contact	
CIPS – Chartered Institute of Procurement and Supply	https://www.cips.org/en-gb/who-we-are/contact-us/cips-complaints-policy/	complaints@cips.org
CISI – Chartered Institute for Securities & Investment	https://www.cisi.org/cisiweb2/cisi-website/about-us/feedback	complaints@cisi.org

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City & Guilds – City and Guilds of London Institute	https://www.cityandguilds.com/feedback-and-complaints	feedbackandcomplaints@cityandguilds.com
CIWM	https://wamitab.org.uk/about-us/contact-us/	
CMI – Chartered Management Institute	https://www.managers.org.uk/~/_media/Files/PoliciesProcedures/General/Complaints%20Procedure.pdf	qualifications@managers.org.uk
CPCAB – Counselling and Psychotherapy Central Awarding Body	http://www.cpcab.co.uk/Content/Publicdocs/complaints_policy_18-19.pdf	gill@cpcab.co.uk
CQ – Central Qualifications	https://www.cqual.org/cq-en/contactus.php	
EAL – Excellence, Achievement & Learning Limited	https://eal.org.uk/support/document-library/centre-support/policies-and-important-documents/36-complaints-policy-july-2018/file	customercare@eal.org.uk
ECITB – Engineering Construction Industry Training Board	https://www.ecitb.org.uk/contact-us/	
ESB – English Speaking Board (International) Ltd	https://esbuk.org/contact/	
ETCAL – ETC Awards Ltd	https://www.eta-awards.com/	info@eta-awards.com

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FAQ – Future (Awards and Qualifications) Ltd	https://www.futurequals.com/wp-content/uploads/2018/05/ComplaintsPolicy.pdf	info@futurequals.com
FDQ – FDQ Limited	http://www.fdq.org.uk/media/121671/FDQ-Complaints-policy.pdf	
Focus Awards	https://focusawards.org.uk/complaints-procedure/#:~:text=The%20easiest%20way%20to%20do,details%20of%20phone%20calls%2C%20et%20c.	https://focusawards.org.uk/contact/
Gateway Qualifications	https://www.gatewayqualifications.org.uk/wp-content/uploads/2017/09/Complaints-Policy-and-Procedure.pdf	quality@gatewayqualifications.org.uk
GQA – GQA Qualifications Limited	http://gqaqualifications.com/contact-gqa/	
GQAL – Graded Qualifications Alliance	http://www.gqal.org/customer-services.html#ComplaintsPolicy	Helen@gqal.org
Highfield – Highfield Qualifications	https://www.highfieldqualifications.com/about-directions	
iCQ – iCan Qualifications Limited	https://icanqualify.net/website.icq	

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IDTA – International Dance Teachers Association	https://www.idta.co.uk/contact/	
IMI – The Institute of the Motor Industry	https://www.theimi.org.uk/complaint-procedure	
iPET Network – iPET Network Ltd	https://www.ipetnetwork.co.uk/contact-us/	info@ipetnetwork.co.uk
IRRV – Institute of Revenues Rating and Valuation	http://www.irrv.net/homenew/item.php?wid=52&id=26525&did=109&criteria=complaint	
ISTD – Imperial Society of Teachers of Dancing	https://www.istd.org/about-us/documents/istd-customer-complaints-policy/	
IWFM – Institute of Workplace and Facilities Management (previously / yn flaenorol BIFM – British Institute of Facilities Management)	https://www.iwfm.org.uk/contact	governance@iwfm.org.uk
LAMDA	https://www.lamda.ac.uk/lamda-exams/help-resources/policies-procedures	
LanguageCert	https://www.languagecert.org/policies-procedures	
Lantra Awards	https://www.lantra.co.uk/about-us	sandie.absalom@lantra.co.uk
Logic Certification Limited	https://logiccertification.com/about-us/complaints-and-whistle-blowing/	https://www.surveymonkey.co.uk/r/58J3K7Q

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Leadership Skills Foundation (previously / yn flaenorol SLQ)	https://slqskills.org/files/Policies/2021/SLP002%20Complaints%20policy%20and%20procedure%20-%20Issue%208%2007-21.pdf	contact@sportsleaders.org
LIBF – The London Institute of Banking & Finance	https://www.libf.ac.uk/docs/default-source/cpq/cpq-policies/cpq-complaints-policy.pdf?sfvrsn=16	complaints@libf.ac.uk
NCC Education – NCC Education Limited	http://www.nccedu.com/wp-content/uploads/2018/10/CUST_SER_04-Compliments-and-Complaints-Policy-External_2018_2019.pdf	feedback@nccedu.com
NCFE	https://www.ncfe.org.uk/media/1175/complaints-policy.pdf	
NCTJ – NCTJ Training	http://www.nctj.com/contact-us	
NOCN	https://www.nocn.org.uk/Data/Support_Downloads/NOCNComplaintsPolicyandProcedurev3.0(201802)(FINAL).pdf?date=10/04/2019%2015:05:28	assurance@nocn.org.uk
OCR	https://ocr.org.uk/contact-us/complaints-policy/	
Open Awards	https://openawards.org.uk/media/4363/enquiries-complaints-and-appeals-policy-and-procedures-v12may2020.pdf	

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Pearson – Pearson Education Ltd	https://qualifications.pearson.com/en/contact-us.html	
Prince's Trust	https://www.princes-trust.org.uk/Document_Complaints-Policy.pdf	complaints@princes-trust.org.uk
Propertymark Qualifications	https://www.propertymarkqualifications.co.uk/media/316222/complaints_policy.pdf	qualifications@propertymark.co.uk
QNUK – Qualifications Network	http://qualifications-network.co.uk/contact-us	
Qualsafe ~ Qualsafe Awards	https://qualsafeawards.org/wp-content/uploads/2018/08/Customer-Complaints-Policy.pdf	http://complaints@qualsafeawards.org/
RAD – Royal Academy of Dance	https://www.royalacademyofdance.org/about/contact-us/feedback-and-complaints	
RHS – Royal Horticultural Society	https://www.rhs.org.uk/about-the-rhs/policies/customer-service-complaints	qualifications@rhs.org.uk
RLSS UK Qualifications (previously / yn flaenorol IQL)	https://www.rlss.org.uk/general-enquiry	
RSL – RSL Awards Limited (previously / yn flaenorol Rock School Ltd)	https://www.rslawards.com/about-us/policies-regulations/	info@rslawards.com

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RSPH – Royal Society for Public Health	https://www.rsph.org.uk/qualifications/faqs/complaints.html	complaints@rsph.co.uk
SEG Awards – Skills and Education Group Awards (previously / yn flaenorol ABC Awards)	https://www.skillsandeducationgroup.co.uk/contact/	
SEQ – Swim England Qualifications	https://www.swimming.org/library/documents/1344/download	
SFEDI Awards – SFEDI Enterprises Ltd. T/A SFEDI Awards	http://sfediawards.com/media/Complaints.pdf	
SFJ Awards	http://sfjawards.com/wp-content/uploads/2016/06/SFJ-Awards-Complaints-Policy-COM1-0116.pdf	info@sfjawards.com
Signature	https://www.signature.org.uk/contact-us	
SQA – Scottish Qualifications Authority trading as SQA	https://www.sqa.org.uk/sqa/25071.html	
STA – Safety Training Awards	https://www.safetytrainingawards.co.uk/policies/complaints-policy/	
TCL – Trinity College London	https://www.trinitycollege.com/resource/?id=4519	complaints@trinitycollege.com
TLM – The Learning Machine	https://thelearningmachine.co.uk/contact-2/	

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UAL – University of the Arts London	https://www.arts.ac.uk/contact-us	
UWLQ – University of West London	https://www.uwl.ac.uk/contact-us	
VTCT	https://www.vtct.org.uk/wp-content/uploads/2017/04/Complaints-Policy-and-Procedures_v9-January-2019-1.pdf	http://contact.vtct.org.uk/form-21722/Complaints-Submission-Form
WJEC – WJEC-CBAC	https://www.wjec.co.uk/about-us/complaints-policy/	complaints@wjec.co.uk Cwynion@cbac.co.uk
YMCA – YMCA Awards	https://www.ymca.org.uk/about/contact-us	