

National Qualifications Authority of Ireland

Customer Services

Complaints and Review Procedures

These procedures concern complaints or reviews relating to delays, mistakes, instances where you did not receive the level of service you feel you are entitled to or concerning decisions made by the Authority in relation to the quality of service provided with which you are dissatisfied.

It is important to note that the Authority already has a number of review/appeals procedures and they are as follows:

- An appeals process where a recognised institution of the Higher Education and Training Awards Council may appeal to the Authority against a decision to withdraw the authority to make awards delegated under the Qualifications (Education and Training) Act, 1999.
- An appeals process where validation of a programme is refused or withdrawn by either the Further Education and Training Awards Council or the Higher Education and Training Awards Council under the Qualifications (Education and Training) Act, 1999.
- A review process where individuals are not satisfied with the recognition advice with which they have been issued by the National Academic Recognition Information Centre (NARIC) or the National Reference Point (NRP).

Issues not covered by these Procedures

There are also two other types of complaint not covered by these Procedures

- Matters which are the subject of litigation.
- Matters involving Freedom of Information requests.

How do you make a complaint?

You can make a complaint by contacting the Authority's Office

- In person
- By phone or fax
- In writing
- By email

National Qualifications Authority of Ireland

5th Floor

Jervis House

Jervis Street

Dublin 1

Tel:(01)- 887 1500

Fax:(01)- 887 1595

E-mail: customerservice@nqai.ie

What will we do?

In the first instance, the matter should be brought to the attention of our staff either orally or in writing. The staff will try to resolve the matter without delay.

What Information should you provide?

By providing the following information, you will help to speed up the resolution of the matter:

- your name, address and any reference numbers referred to in previous correspondence with the Authority.
- The precise nature of your complaint;
- The name of the Officer(s) who dealt with you;
- Where possible, the dates and times of these events;

- A daytime telephone number if you would be happy for us to contact you by phone.

If the matter is complex, you may find it best to put it in writing so that none of the details are overlooked, if so, please include all relevant details.

How to seek a review?

If the matter cannot be resolved by our staff or you are unhappy with the response to it, you can ask for the matter to be reconsidered by a senior officer within the office.

The Authority's standards for handling complaints and reviews are:

- We will treat all complaints and appeals promptly, impartially, sensitively, and in confidence.
- In common with our commitments in relation to other correspondence, we will acknowledge your complaint, and make every effort to provide a definitive response within 15 days.
- It may take longer to deal with complex complaints and appeals, in such cases we will contact you to explain why and give you a commitment to a new time scale for a reply;
- We will attempt to resolve matters at the first point of contact;
- If we have made a mistake, we will apologise, explain what happened and we will attempt to rectify the situation;
- We will learn from mistakes to ensure that errors are not repeated;
- If we cannot give you what you are looking for, we will explain why