

COMPLAINTS POLICY & PROCEDURE

PMQ Qualifications

Apprenticeship Assessments

V1.0

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Effective from: 1 May 2026

Purpose

1. This policy outlines how you can raise a complaint or provide feedback about our processes, employees or others carrying out work for the awarding organisation, Propertymark Qualifications (PMQ). This policy explains how PMQ will handle your complaint and what to expect during the process.
2. This policy is designed to support PMQ's compliance with relevant regulatory requirements, including those set by qualification regulators

Scope

3. This policy forms part of PMQ's internal control and governance arrangements and applies to complaints relating to the development, delivery and awarding of qualifications. It is separate from the Propertymark membership body's complaints policy. The PMQ Governing Body is committed to ensuring that effective policies operate consistently across PMQ.
4. This policy does not apply to complaints relating to Propertymark membership services, appeals against assessment or qualification results, or matters that are covered by separate PMQ policies and procedures, including those relating to bullying, harassment, discrimination, or whistleblowing.
5. This policy is not contractual but is intended as a statement of current PMQ strategy, and its commitment to operate a fair procedure, considering statutory and other guidelines. PMQ therefore reserves the right to amend this policy and procedure, as necessary, to meet any changing requirements.
6. This policy and associated procedure set out good practice in the management of complaints. The document provides all parties with a set of guidelines which are applied fairly and consistently.
7. At PMQ we endeavour to provide high quality services to our customers, however, PMQ recognises that on occasion, despite PMQ's best efforts, mistakes can be made. By welcoming feedback through PMQ's Complaints Procedure, PMQ can try to remedy situations that have gone wrong and continue to improve our service design and delivery, as well as learn from examples of positive feedback about things that have been done well, which helps PMQ to develop our processes and practices.
8. PMQ strives to empower employees to act decisively to resolve complaints. Learning opportunities are available for all PMQ employees and representatives by way of additional training and workshops on our customer care processes, where required.

9. Whilst PMQ welcomes feedback on all aspects of customer care, this policy and procedure is mainly focused on complaint handling and shall apply to complaint handling for all services and products within PMQ, unless otherwise stated or overridden by legislative requirements.
10. This policy applies to complaints relating to PMQ's activities that are raised openly by the complainant. Anonymous concerns, or those relating to serious wrongdoing, malpractice or misconduct, may be more appropriately reported through PMQ's Whistleblowing arrangements.

What is a complaint?

11. A complaint can sometimes be difficult to determine. As a guide, PMQ define a complaint as being an expression of dissatisfaction with the quality of service, or a product purchased and/or provided, usually falling under one of the following categories:
 - PMQ have failed to do something we should have.
 - PMQ have done something badly or in the wrong way.
 - You feel that you have been treated unfairly or discourteously.
12. General enquiries, requests for information, administrative matters, or routine service requests will not be treated as complaints under this policy unless a clear and strong expression of dissatisfaction is explicitly stated regarding PMQ's service, assessment process, decision, conduct, or handling of a matter.

Policy Statement

13. PMQ is committed to responding to complaints about our products and services in a timely and open manner, ensuring that we look at the matters raised impartially, consistently, and thoroughly.
14. We view complaints as an important and useful source of feedback about how we have performed and how we can improve in future. When things go wrong, PMQ will acknowledge our mistakes and try to put things right. We promise that we will not treat you unfairly because you have raised a complaint with us, and that your matter will be dealt with sensitively, considering your individual circumstances and establishing the facts of your case. PMQ promises to listen to you, to understand the complaint and the outcome that you are seeking.
15. PMQ have a three-stage approach to dealing with complaints. Each stage must be followed in numerical order before it can be progressed to the next stage, and this should be signposted in the correct manner and at the right time by the person receiving the complaint.

16. Complaint Stages:

- **Stage 1 – Initial Complaint**
Investigation and response by the relevant operational team or manager. The Responsible Officer will not normally be involved at this stage.
- **Stage 2 – Formal Review**
Where the complainant remains dissatisfied, the complaint will be reviewed by the Responsible Officer, or another appropriate senior officer/manager, who has had no previous involvement in the matter.
- **Stage 3 – Independent Review**
An independent investigation conducted by members of the QACR Sub-Committee and/or PMQ Governing Body representatives who have not been involved in earlier stages. This stage will include at least one individual independent of PMQ.

17. Individuals responsible for managing and responding to complaints at each stage are accountable for ensuring that complainants are informed, in writing, of the outcome of that stage and of their right to escalate the complaint where applicable.

18. When responding and providing the outcome to any given stage, PMQ will give reasons for our decisions based on our guidelines, policies, and statute (where applicable) and will always try to manage your expectations regarding timeframes and outcomes. PMQ will ensure that decisions are appropriate and fair, and that the remedies provided are proportionate.

19. PMQ will always act fairly regarding complaints made about staff members, as well as towards complainants, and will investigate objectively, impartially, and appropriately. When PMQ receives a complaint about a member of staff, we will inform them and give them an opportunity to respond.

20. Most people who contact PMQ are responsible and display acceptable behaviour. However, on rare occasions when this is not the case, PMQ accepts that when contacting us to raise an issue, individuals may be distressed, upset, frustrated or angry, however, we expect to be treated as we would treat others.

21. PMQ will:

- treat you politely and considerately.
- respect your dignity and privacy.
- listen and respect your views.
- always try to provide information in a way that can be understood.
- take into account any disabilities that you have, that may have a bearing on the situation or the nature of your complaint; and
- where possible, make reasonable adjustments to our service, processes, or procedures in relation to your comments.

Issues not covered by this policy:

22. Complaints regarding assessment results

Complaints relating to assessment outcomes or qualification results are not covered by this policy and are managed under the Enquiries About Results Policy and Procedure.

23. Complaints about a PMQ Recognised Training Provider or Third Party

Where a candidate is dissatisfied with the service provided by a PMQ Recognised Training Provider in relation to the delivery of a PMQ product or service, they should first seek to resolve the issue directly with the training provider. All PMQ Recognised Training Providers are required to publish and comply with their own complaints procedures. PMQ is unable to seek refunds from training providers on behalf of candidates. Further guidance on raising complaints about training providers is provided in Appendix A.

24. Complaints regarding bullying, harassment or discrimination

Complaints involving allegations of bullying, harassment or discrimination relating to PMQ employees or PMQ operations are managed in accordance with the relevant PMQ conduct or anti-bullying policies.

25. Complaints regarding the PMQ Governing Board

Complaints concerning the PMQ Governing Board will be referred to HR for investigation in line with relevant policies and procedures.

26. Complaints relating to Propertymark-regulated individuals or firms

Complaints concerning individuals or firms regulated by Propertymark, including matters relating to the Propertymark Code of Conduct, should be reported to the Propertymark Compliance Team, which is responsible for regulating Propertymark members. The Compliance Team does not investigate complaints regarding the quality of service provided by firms or individuals. If a complainant is dissatisfied with how their report has been handled, they may raise a complaint under the Propertymark Complaints Policy, which is published on Propertymark's website.

27. Social media comments

PMQ will not engage in complaint correspondence through social media channels. Where appropriate, PMQ may attempt to contact individuals directly to advise them of the correct channels for submitting a complaint.

28. Anonymous complaints

To ensure that complaints can be properly investigated and supported by accurate information, PMQ does not accept anonymous complaints under this policy. Where a concern is raised anonymously and relates to serious wrongdoing, it may be considered under PMQ's Whistleblowing Policy, where applicable.

Where a complaint is submitted by a third party, such as an employer acting on behalf of a candidate, PMQ will require written consent from the individual concerned before investigating the complaint or sharing any findings. This consent may be withdrawn at any time.

29. Performance monitoring and reporting

Complaint data is reviewed at least annually, or more frequently where trends, risks, or emerging issues are identified. The Responsible Officer is accountable for ensuring that complaint data is collated, analysed, and reported to the Quality Assurance, Compliance & Risk (QACR) Sub-Committee, and/or PMQ Governing Body,

Learning from complaints is a powerful way of improving service, enhancing the reputation of PMQ, and increasing trust among the people using our services and products. Where complaints have led to a change in services, policies, or procedures, they may be discussed in more detail with the QACR Sub-committee and the PMQ Governing Body, and reported internally to staff. The purpose of this is to:

- drive improvement in service delivery
- boost confidence in the complaints process.
- help to identify patterns in complaints.
- help to effect changes to prevent the problem from recurring.

Responsibilities

30. It is the responsibility of all employees to be familiar with the Complaints Policy and, where they receive a complaint, to follow the correct procedure.
31. The relevant team and the Responsible Officer (RO) are responsible for the investigation and response to Stage 1 and Stage 2 complaints. Stage 3 complaints are investigated by members of the Quality Assurance, Compliance & Risk (QACR) Sub-Committee and/or PMQ Governing Body representatives who have had no prior involvement in the matter, ensuring independence and the avoidance of any conflict of interest.
32. It is the responsibility of the Responsible Officer to ensure that this policy and procedure are reviewed at 12-month intervals and updated where necessary in response to feedback or regulatory requirements.

Legal Obligations

33. PMQ will treat all individuals fairly during and after the handling of a complaint, in accordance with the Equality Act 2010.

34. Complaints are handled confidentially and sensitively. Information relating to a complaint will only be shared where necessary for the purposes of investigation and decision-making, or where disclosure is required by law, regulation, or a relevant regulatory authority.
35. PMQ processes personal data in accordance with applicable UK data protection and privacy legislation in force from time to time, including the UK General Data Protection Regulation and the Data Protection Act 2018. PMQ will ensure that personal data is handled lawfully, fairly and transparently, and that individuals' privacy rights are respected throughout the complaints process.

Competency

36. It is important that all employees understand their role and responsibilities and where they are able to, resolve any issues. Where they are unable to do so, they should notify their manager as soon as possible.

Complaints Procedure

37. To ensure accessibility for all candidates and training providers, complaints must be submitted in writing or by email. Where a complainant is unable to do so, PMQ will consider reasonable alternative arrangements on request.
38. All complainants will be asked their preferred method of communication to ensure that we continue to communicate in the most accessible way. Where the complaint leads to formal investigations, it may be appropriate for us to communicate with you in writing. If this is the case, we will also communicate with you by your preferred method where this differs.
39. Complaints relating to the quality of service or delivery provided by a PMQ Recognised Training Provider must first be raised and exhausted through the training provider's own published complaints procedures. PMQ's role in considering complaints about training providers is one of oversight and assurance. PMQ does not re-investigate the quality of training or service delivery, but will consider whether the training provider has followed its complaints procedures appropriately and whether any issues identified present a risk to PMQ's standards, compliance, or recognition requirements.

40. Complaints regarding PMQ products and services can be made by using the contact information below:

Propertymark Qualifications
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG
pmggovernance@propertymark.co.uk
01926 417 787

What happens next?

41. PMQ will acknowledge receipt of a complaint within 7 working days of it being received. Each stage of the complaints process will normally be concluded within 20 working days of the complaint being accepted at that stage.
42. Where a complaint is complex or requires further investigation, PMQ reserves the right to extend the timescale for responding. Where an extension is required, PMQ will inform the complainant in writing, explaining the reason for the delay and providing a revised timeframe.
43. Once PMQ has investigated a complaint, the complainant will be informed of the outcome, the reasons for the decision, and any action taken to remedy the situation. Where appropriate, PMQ will offer an apology and outline any lessons learned or improvements made.
44. At the conclusion of each stage, the complainant will be informed of their right to escalate the complaint to the next stage of the complaints process, together with details of how and when this can be done.
45. If the complainant remains dissatisfied after completing PMQ's internal complaints process, they may refer the matter to the appropriate qualifications regulator. Regulators do not act as an appeal body for complaint outcomes but may consider whether PMQ has followed its published complaints procedures appropriately. Contact details for the relevant regulators are provided below.
- The Office of Qualifications and Examinations Regulation (Ofqual) in England (public.enquiries@ofqual.gov.uk)
 - Council for the Curriculum, Examination & Assessment (CCEA) in Northern Ireland (jmcgovern@ccea.org.uk)
 - Qualifications Wales/Gymwysterau Cymru in Wales (enquiries@qualificationswales.org)

Appendix A – Complaints relating to PMQ Recognised Training Providers

If a candidate wishes to raise a complaint about a PMQ Recognised Training Provider, they must first raise the complaint directly with the training provider and follow the training provider's published complaints procedures in full.

Training providers are required to make their complaints procedures available and to handle complaints fairly, transparently and in a timely manner. Candidates should be given the opportunity to resolve concerns at an informal stage where possible, followed by the training provider's formal complaints process and any internal appeal stage, where applicable.

If a candidate remains dissatisfied after completing the training provider's complaints procedures, they may refer the complaint to Propertymark Qualifications (PMQ). Complaints referred to PMQ must be submitted in writing and include:

- details of the complaint,
- the outcome sought, and
- confirmation and evidence that the training provider's complaints procedures have been completed

PMQ considers complaints about Recognised Training Providers as part of its oversight and assurance role. This involves reviewing whether the training provider has followed its published complaints procedures appropriately and whether the issues raised indicate any potential risk to standards, compliance, or ongoing recognition requirements. PMQ does not re-investigate the quality of training or service delivery.

Information arising from complaints relating to training providers is recorded and may be used to inform PMQ's risk-based monitoring, quality assurance activity, and regulatory oversight of Recognised Training Providers.

Complaints should be submitted to the Responsible Officer using the contact details set out in this policy.