









Any concern relating to a personal grievance over any of our services received or expected or the services of Exam Venues provided to candidates.

Any concern or objection that relates to an assessment result.

## How to report a concern

Any person with a concern in respect of CIOLQ qualifications should consider if it is appropriate and possible to raise the issue directly with the line management of the organisation or individual concerned before escalating to CIOLQ.

If the concern raised is not satisfactorily addressed at this stage, or if it is not possible to raise concerns directly with the line management of the organisation or individual concerned, the issue should be reported directly to the Head of Qualifications by email to [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk), using the CIOLQ Whistleblowing Report Form (below), attached to the email. If reports are made anonymously and/or specific malpractice details are not provided, it may not be possible to substantiate the disclosure and carry out a full investigation.

