
COMPLAINT HANDLING POLICY

Last updated: 07/04/2026 | The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

1. Scope and Communication

Scope: This policy applies to all TTT customers, including learners and staff involved in delivering or using TTT qualifications.

Accessibility: The policy is available to all stakeholders on the TTT website footer section.

Staff Induction: All staff involved in assessment, delivery and quality assurance must read and understand this policy during induction.

Review: This policy is reviewed annually and updated as necessary to reflect legislative or awarding organisation changes.

2. Policy Statement: TTT is committed to providing a quality service and to handling complaints openly, fairly and promptly. We welcome complaints as an opportunity to put things right and improve our service.

3. Statement of principles: TTT aims to ensure that

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- we deal with it promptly, politely and confidentially
- we respond in the right way - for example, with an explanation or apology
- we learn from complaints, use them to improve our service

We recognise that many concerns will be raised informally and dealt with quickly. Our aim is to resolve informal concerns quickly and enable mediation between the complainant and the individual to whom the complaint has been referred. Where a complaint involves an allegation of discrimination, harassment or any behaviour that contravenes TTT's **Equality, Diversity and Inclusion Policy** or **Zero Tolerance Policy**, it will be treated as a matter of priority. TTT will handle such complaints with particular sensitivity and confidentiality. Learners who feel they have been treated unfairly on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation (under the Equality Act 2010) are encouraged to raise the matter promptly using this procedure.

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

Complaints must be submitted within 14 calendar days of the incident or event giving rise to the complaint. TTT reserves the right to decline complaints submitted outside of this timeframe, except where there are extenuating circumstances that prevented earlier submission. In such cases, the reasons for the delay must be explained in writing alongside the complaint.

4. Purpose and Definition: A complaint is any expression of dissatisfaction with TTT's service that requires a formal response. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. TTT will acknowledge every formal complaint in writing, investigate it with reasonable care and sensitivity, respond within the stated timeframes and take appropriate action where necessary.

5. Confidentiality: Confidentiality will be maintained throughout the complaints process wherever possible. Where the nature of a complaint makes full confidentiality impractical, this will be explained to the complainant.

6. COMPLAINTS PROCEDURE

Stage 1

- If a complaint cannot be resolved informally, the complainant should email the **Course Coordinator** at admin@theteachertrainer.co.uk, with the subject line '**Formal Complaint - Stage 1**'.
- The email must include: the complainant's full name, the course name, the date(s) of the relevant incident(s), any supporting evidence, the impact on the complainant and the remedy they are seeking.
- Complaints will be acknowledged by TTT within 7 calendar days of receipt of a complaint. Complaints will be investigated by relevant TTT staff members. As part of the investigation regarding a complaint, a TTT staff member may undertake interviews with the relevant people involved.
- The complainant will be informed of the investigation outcome and decision within 14 calendar days of the complaint being acknowledged (this may be extended, depending on the nature of the complaint). Should this be the case, the situation will be explained to the complainant.

Stage 2

- If a complainant is not satisfied with the initial response to a complaint, they can write to **TTT Centre Manager** at admin@theteachertrainer.co.uk, clearly marked '**Formal Complaint - Stage 2**' in the subject line and ask for their complaint and the response from TTT to be reviewed.
- **TTT Centre Manager** will acknowledge the complaint within 7 calendar days of the receipt of the complaint. Responses to complaints will be within 14 calendar days of the acknowledgement.

- If the complaint concerns **TTT Centre Manager** directly, please email shaily@theteachertrainer.co.uk.
- TTT aims to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If a complainant is not satisfied with the subsequent reply from **TTT Centre Manager**, they then have the option to contact the relevant Awarding Organisation with regard to the complaint. The Awarding Organisation will undertake an investigation into any complaints received, in line with their own Complaints Policy. The Awarding Organisations TTT works with are listed below:

Awarding Organisation	Website	Contact Email	Contact Number
YMCA Awards	www.ymcaawards.co.uk	awards.support@ymca.co.uk	0203 994 9500
Highfield Qualifications	www.highfieldqualifications.com	info@highfield.co.uk	0130 236 3277
FOCUS Awards	www.focusawards.org.uk	info@focusawards.org.uk	0333 344 7388

If a complainant remains dissatisfied following the Awarding Organisation's investigation and decision, they may seek further advice from the relevant regulatory body. For qualifications regulated by Ofqual, complainants may contact Ofqual directly at www.gov.uk/government/organisations/ofqual.

TTT is not in a position to intervene in or influence the outcome of any investigation conducted by an Awarding Organisation or regulatory body.