

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

## TTT POLICY DOCUMENT

# Complaints Policy

*A clear, accessible route for learners and third parties to raise concerns and seek resolution.*

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## Document Control

<b>Document Title</b>	Complaints Policy
<b>Version</b>	1.0
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<b>Next Review Date</b>	22 April 2027
<b>Policy Owner</b>	Phenil Mehta, Centre Manager
<b>Complaints Contact</b>	Phenil Mehta, phenil@theteachertrainer.co.uk, 01908 736 777
<b>Escalation Contact (where CM is conflicted)</b>	Shaily Mehta, <a href="mailto:shaily@theteachertrainer.co.uk">shaily@theteachertrainer.co.uk</a>
<b>Approved By</b>	Phenil Mehta, Centre Manager
<b>Classification</b>	Public
<b>Applies To</b>	All learners, prospective learners, employers, third parties and TTT staff

# Complaints Policy

## 1. Purpose

This policy sets out how TTT receives, handles and responds to complaints from learners, prospective learners, employers, third parties and members of the public. It ensures concerns are addressed fairly, promptly and transparently and that learning from complaints drives continuous improvement. This policy covers complaints about service, delivery, staff conduct and administration. Appeals against assessment decisions are handled under the separate Appeals Policy.

## 2. Scope

This policy applies to:

- Complaints from learners, prospective learners, their employers and sponsors
- Complaints from third parties such as Awarding Organisation representatives, employers or members of the public
- All aspects of TTT's service, including enrolment, delivery, learner support, administration, communication, fees and staff conduct
- Complaints involving alleged discrimination, harassment or breach of the Equality, Diversity and Inclusion Policy or Zero Tolerance Policy, which are prioritised and handled with particular sensitivity

This policy does not cover:

- Appeals against assessment decisions (see the Appeals Policy)
- Staff grievances (see the Grievance Policy)
- Whistleblowing disclosures (see the Whistleblowing Policy)

## 3. Definitions

The following terms carry the meanings given throughout this policy.

<b>Complaint</b>	Any expression of dissatisfaction with TTT's service that requires a formal response
<b>Complainant</b>	The person or organisation raising the complaint
<b>Informal Resolution</b>	A quick resolution reached in day-to-day dialogue, without opening a formal case
<b>Formal Complaint</b>	A written complaint that triggers the Stage 1 procedure and a documented response
<b>Escalation</b>	The progression of an unresolved complaint to a higher stage, internally or externally

<b>Extenuating Circumstances</b>	Circumstances that prevented a complainant from raising a concern within the standard 14-day window, provided they are explained in writing alongside the complaint
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## 4. Policy Statement

TTT is committed to the following principles and commitments.

1. Making a complaint is as easy as possible, with clear routes and contact points.
2. Every complaint is taken seriously and handled with fairness, impartiality, promptness and confidentiality.
3. Complaints are resolved wherever possible at the earliest stage and, where not possible, progressed through transparent escalation.
4. Complainants are protected from retaliation for raising concerns in good faith.
5. TTT complies with the Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015 in handling learner complaints about service quality.
6. The policy operates alongside the Appeals Policy, the Whistleblowing Policy and the Malpractice and Maladministration Policy. Where a complaint reveals possible malpractice or safeguarding concern, it is routed appropriately.
7. Complaints are recorded, analysed and used to drive continuous improvement through TTT's self-evaluation cycle.
8. Anonymous complaints are considered but may limit the depth of investigation possible.
9. Complaints must normally be submitted within 14 calendar days of the incident giving rise to the complaint. TTT may accept later submissions where extenuating circumstances are explained in writing.

## 5. Roles and Responsibilities

Role	Responsibility
<b>Centre Manager (Phenil Mehta)</b>	Overall accountability; investigates Stage 1 and considers Stage 2 escalations; ensures external escalation routes are communicated; reviews learning from complaints.
<b>Escalation Contact (Shaily Mehta)</b>	Acts as the named independent escalation point where the complaint concerns the Centre Manager directly or where a conflict of interest exists.
<b>Course Coordinator</b>	First point of contact for day-to-day concerns; supports informal resolution; acknowledges and logs Stage 1 complaints in the Complaints Register; monitors timescales.
<b>Course Tutors, Assessors, IQAs and associates</b>	Acknowledge concerns raised in the course of their work; attempt prompt informal resolution; escalate concerns they cannot resolve themselves.

Role	Responsibility
All staff	Treat complainants with respect; maintain confidentiality; cooperate with investigations.
Complainants	Raise concerns as soon as possible; provide accurate information and evidence; cooperate with the investigation; engage in proposed resolutions.

## 6. Routes for Raising a Complaint

### 6.1 Informal route

Many concerns are resolved quickly by raising them with the person involved or with the Course Coordinator by email, phone, during a live-remote or live session. Where resolution is reached informally, a brief note is kept on the learner file and no formal case is opened.

### 6.2 Formal complaint, Stage 1

Where informal discussion has not resolved the concern or where the complaint is serious or sensitive, a formal complaint is submitted in writing to the Course Coordinator at admin@theteachertrainer.co.uk with the subject line 'Formal Complaint - Stage 1'. The complaint includes:

- Complainant name and contact details
- Course or service involved, where applicable
- The date or dates of the relevant incident
- A clear description of the concern
- The impact on the complainant
- Any supporting evidence
- The remedy the complainant is seeking

### 6.3 Formal complaint, Stage 2 (Review)

Where the complainant is not satisfied with the Stage 1 outcome, they may request a Stage 2 review in writing to the Centre Manager at phenil@theteachertrainer.co.uk with the subject line 'Formal Complaint - Stage 2'. The Stage 2 review is conducted by the Centre Manager.

### 6.4 Where the complaint concerns the Centre Manager

Where the complaint concerns the Centre Manager directly or the Centre Manager has a conflict of interest, the complaint is submitted to the Escalation Contact at shaily@theteachertrainer.co.uk. In complex cases, TTT may appoint an independent reviewer such as an external HR or education consultant to ensure impartiality.

### 6.5 External escalation

After Stage 2 or where an internal route is not appropriate, the complainant may escalate externally:

- To the relevant Awarding Organisation, where the complaint concerns a regulated qualification

- To Ofqual, for matters within its regulatory remit
- To the Information Commissioner's Office for data protection concerns
- To the Equality and Human Rights Commission for equality-related concerns
- To Trading Standards or the Competition and Markets Authority for consumer-law concerns
- To the Police where the matter may constitute a criminal offence

TTT is NOT currently registered with an Alternative Dispute Resolution scheme.

## 7. Timescales

Stage	Target Timescale
<b>Informal</b>	Acknowledgement and attempt to resolve within 3 working days of the concern being raised.
<b>Stage 1 acknowledgement</b>	Written acknowledgement within 7 calendar days of receipt.
<b>Stage 1 outcome</b>	Investigation and written outcome within 14 calendar days of acknowledgement. Where complexity requires more time, the complainant is notified in writing with a revised target date.
<b>Stage 2 acknowledgement</b>	Written acknowledgement within 7 calendar days of receipt.
<b>Stage 2 outcome</b>	Written outcome within 14 calendar days of acknowledgement. Extensions communicated as above.
<b>External escalation</b>	The complainant may escalate externally at any point after Stage 2 or sooner where an internal route is not appropriate.

## 8. Investigation Process

1. On receipt, the complaint is logged in the Complaints Register.
2. The Course Coordinator (Stage 1) or Centre Manager (Stage 2) reviews the complaint, identifies the relevant facts and the TTT records needed and assigns the investigation.
3. Interviews are conducted with the complainant, the subject of the complaint and any witnesses. Documentary evidence, including emails, LMS records and recorded sessions, is reviewed.
4. The investigator considers any safeguarding, equality or malpractice dimension and, where present, routes the matter to the appropriate policy in parallel.
5. A written outcome is issued to the complainant, setting out what was considered, the conclusion reached, the reasoning and any remedies, apologies or actions TTT will take.
6. Where a complaint is upheld, TTT takes proportionate corrective action, records lessons learned and, where appropriate, issues an apology.

## 9. Confidentiality and Data Protection

Confidentiality is maintained throughout the complaints process wherever possible. Where the nature of the complaint makes full confidentiality impractical, this is explained to the complainant. Personal data processed during a complaint is handled in accordance with the UK GDPR and the Data Protection Act 2018. Access is limited to those who need it to handle or investigate the complaint. Records are retained for a minimum of three years or longer where the Awarding Organisation or other legal obligation requires it.

## 10. Protection from Retaliation

No learner, staff member, associate or third party will be treated less favourably for raising a concern under this policy in good faith or for supporting another person who has raised a concern. Retaliation is itself a disciplinary matter under the Staff Code of Conduct, the Learner Code of Conduct or the Anti-Bullying and Harassment Policy as relevant.

## 11. Vexatious or Repeated Complaints

Where a complainant repeatedly raises the same matter after it has been fully investigated and responded to, TTT may close further correspondence on that matter in writing, with reasons and signpost the complainant to the external escalation routes in Section 6.5. TTT retains the right to restrict abusive or threatening correspondence under the Zero Tolerance approach set out in the Course Terms and Conditions.

## 12. Records and Learning

- A Complaints Register logs every formal complaint, its category, outcome and any resulting action
- The Centre Manager reviews the Register quarterly to identify themes and improvement opportunities
- Themes and lessons learned are fed into TTT's annual self-evaluation and team training

## 13. Training

Role	Training	Frequency
Centre Manager and Course Coordinator	Complaints handling; investigation skills; equality-sensitive handling	Induction and annual refresh
All staff and associates	Recognising a complaint; informal resolution; escalation routes	Annual refresh

## 14. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by Ofqual or Awarding Organisation changes, significant cases or a pattern of complaints indicating systemic concern. All outcomes are recorded in the Version History at Section 16.

## 15. Related Documents

This policy should be read alongside:

- Appeals Policy
- Malpractice and Maladministration Policy
- Whistleblowing Policy
- Equality, Diversity and Inclusion Policy
- Anti-Bullying and Harassment Policy
- Safeguarding and Prevent Duty Policy
- Learner Sanctions Policy
- Staff Disciplinary and Sanctions Policy
- Data Protection and GDPR Policy
- Course Terms and Conditions

## 16. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	Supersedes prior Complaint Handling Policy dated 07/04/2026. Retains the two-stage structure and 14-day submission window. Adds named Escalation Contact for conflicts, clearer external escalation routes, explicit equality-priority handling, vexatious-complaint provision and UK GDPR alignment.

## 17. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta

*P Mehta*

22/04/2026

Name

Signature

Date