

## Complaints Policy

### Purpose

The ITP strives to deliver a high-quality service to all stakeholders, including staff, learners, employers, members and partners. We take complaints seriously as an opportunity to improve our services and processes and ensure stakeholder satisfaction. This policy outlines the procedures for submitting, handling, and resolving complaints in a transparent, efficient, and fair manner.

### Learner Enquiries and Feedback

Learners are encouraged to raise questions, concerns, or feedback informally with their Skills Coach, Trainer or any ITP staff member. Many issues can be resolved quickly and effectively at this stage. However, if the issue cannot be resolved informally, or is more serious in nature, learners are encouraged to submit a formal complaint as outlined in this policy.

Please note: If your concern relates specifically to an assessment decision or grade, you should refer to our **Learner Appeals Policy**, which provides a separate process for appealing assessment outcomes.

### Who can make a complaint?

Complaints can be submitted by:

- ▶ Individuals directly impacted by our services, including learners, employers, members and staff.
- ▶ Organisations or agencies we work with.
- ▶ Representatives acting on behalf of an individual, with informed consent.

### How to submit a complaint

#### Stage 1

All complaints must be submitted in writing to [enquiries@theitp.org](mailto:enquiries@theitp.org) within three months of the date the issue arose. Complaints submitted after this period may not be considered unless exceptional circumstances apply.

To ensure your complaint is processed promptly, your email must include the following information:

- ▶ **Full Name and Contact Details**  
Include your full name, email address, and phone number for correspondence.
- ▶ **Detailed Statement of the Complaint**  
Provide a clear and comprehensive description of the issue and your reasons for raising the complaint.
- ▶ **Relevant Dates**  
Specify any dates related to the events leading to your complaint.
- ▶ **Supporting Evidence**  
Attach any relevant documentation or evidence that supports your complaint.
- ▶ **Investigation Details**  
Include information about any investigations carried out by other relevant parties related to your complaint and their outcomes.

Failure to provide all the above details may result in delays in processing your complaint and, in some cases, dismissal of the complaint.

For further guidance or clarification on how to submit your complaint, please contact [enquiries@theitp.org](mailto:enquiries@theitp.org).

### Response Times for Complaints

Written complaints will receive a response within 7 working days of receipt.

Throughout the process, the complainant will be kept informed about the progress of their complaint or appeal. If, for any reason, it is not possible to resolve the complaint within the stated timescale, the complainant will be notified of the delay, along with an explanation for the extended timeframe.

### Stage 2

Within 7 working days of acknowledging the complaint, the ITP will assess its nature and determine whether it can be resolved without further progression. In some cases, this may involve addressing and resolving the matter promptly at this initial stage.

If additional information or evidence is required to evaluate the complaint, the ITP will request this from the complainant and set a reasonable timeframe for its submission. Failure to provide the requested information by the specified deadline may result in the complaint being closed, and the complainant will be informed of this decision in writing.

If the complaint is found to have valid and appropriate grounds, the ITP will proceed by engaging with the relevant parties and progressing the matter to the next stage.

### Stage 3

If the complaint cannot be resolved at Stage 2, it will be escalated to Stage 3. At this stage, a meeting will be scheduled within 14 working days between:

- ▶ The complainant (and a representative, if appropriate)
- ▶ An appointed ITP representative who was not involved in the original complaint.

During this meeting, all relevant details will be discussed to ensure a thorough review of the complaint.

Following the meeting and any additional investigation, the appointed ITP representative will prepare a written report outlining their findings and recommendations. This report will be provided to the complainant within 5 working days after the meeting date. Decisions will be made on matters of factual accuracy provided by all parties.

Potential outcomes are as follows:

- ▶ The complaint is upheld – the evidence and circumstances substantiate the complaint. In this case, appropriate actions will be taken by the ITP to address the issues, and steps will be implemented to prevent the issue reoccurring.
- ▶ The complaint is not upheld – the evidence does not substantiate the complaint. In this instance, no further action will be taken, and an explanation of the decision will be given.
- ▶ The complaint is partially upheld – certain aspects of the complaint are supported by the evidence, while others are not. The ITP will address the supported issues with corrective measures while explaining why other aspects of the complaint were not upheld.

In all cases, the ITP's decision will be final.

If the complaint relates to an apprenticeship or qualification and the complainant remains dissatisfied, they have the right to escalate the matter to the relevant awarding body or assessment organisation. Contact details for the relevant awarding body or assessment organisation can be found on their website.

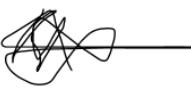
## Complaints Related to Apprenticeships or Qualifications

If the complaint relates to an apprenticeship or qualification and the complainant remains dissatisfied, they have the right to escalate the matter to the relevant **Assessment Organisation**.

If your concern specifically relates to an assessment outcome or grade (such as a portfolio, gateway decision, or assessment), please refer to our **Learner Appeals Policy**, which provides the correct procedure for assessment-related challenges.

## Policy Review

This policy is reviewed annually or as needed in response to legal or organisational changes.

Signed and Approved By	Charlotte Goodwill
Job Title	Chief Executive Officer
Signature	
Date Signed	22/01/2026

## Document Management

**Owners:** Nadia Bailey – Quality Lead

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## Version Control

Version	Date	Change
Version 1	09/12/2024	New document
Version 2	09/07/2025	Inclusion of Learner Enquiries and Feedback
Version 3	22/01/2026	Removal of outdated EPA terminology and alignment with current assessment terminology.