



**NEXT
GEN
TEACHING**

Empower through Education

Complaints Policy

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Table of Contents

	Page
1 Policy Statement	3
2 Scope	3
3 Core Principles	3
4 Complaints Process	4
4.1 Informal Resolution	4
4.2 Formal Complaint Submission	4
4.3 Complaint Acknowledgement	4
4.4 Investigation and Resolution	4
4.5 Complaint Outcome	4
4.6 Anonymous Complaints	4
4.7 Time Scales	4
4.8 Withdrawal of Complaint	4
5 Complainant Routes	5
6 Appeals Process	8
6.1 Internal Appeal	8
6.2 Escalation to OFQUAL	8
7 Monitoring and Review	8
8 Confidentiality	8
9 Record Keeping	8
10 Policy Approval and Review	8

1 | Policy Statement

This Complaints Policy outlines the procedures for handling complaints in a fair, transparent, and timely manner. As an OFQUAL-recognised education business providing professional learning qualifications for educators in international contexts and the UK, we are committed to maintaining high standards of quality, integrity, and accountability.

The purpose of this policy is to:

- Ensure that all complaints are handled in a visible, structured, and impartial manner.
 - Provide a clear process for learners, educators, and stakeholders to raise concerns.
 - Promote continuous improvement by using complaints as feedback for service enhancement.
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2 | Scope

This policy applies to:

- Participants enrolled in any of our courses.
 - Educators, assessors, and administrative staff.
 - Employers and other stakeholders involved in our programmes.
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3 | Core Principles

- Complaints will be treated with respect and confidentiality.
 - No complainant will suffer adverse consequences for raising a concern in good faith.
 - Complaints will be addressed promptly, with clear communication throughout the process.
 - The process will be fair, evidence-based, and free from bias.
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4 Complaints Process

4.1 Informal Resolution

Before submitting a formal complaint, complainants are encouraged to resolve issues informally by discussing their concerns directly with the relevant staff member or, if unable to do this, a relevant member of leadership.

4.2 Formal Complaint Submission

If the issue is not resolved informally, a formal complaint must be submitted in writing through the NGT Online Complaints Form. The complaint should include:

- Full name and contact details of the complainant.
- A clear description of the issue, including relevant dates and evidence.
- Details of any previous attempts to resolve the matter informally.

4.3 Complaint Acknowledgement

Upon receipt of a formal complaint, we will:

- Acknowledge the complaint within **5 working days**.
- Assign a case reference number.
- Appoint an investigator to review the complaint.

4.4 Investigation and Resolution

The investigation will:

- Be conducted by an impartial staff member.
- Include a review of relevant records, interviews with involved parties, and examination of supporting evidence.
- Aim to reach a resolution within **30 working days**.
- Where the investigation takes longer than 30 days, any complainant will be informed of this.

4.5 Complaint Outcome

After the investigation, the complainant will receive a formal response detailing:

- The findings of the investigation.
- Any actions taken to resolve the issue.
- Information on further escalation if the complainant is dissatisfied with the outcome.

4.6 Anonymous complaints

We **will not** investigate any anonymous complaints made against members of the Next Gen Teaching Team, participants, or members of a Professional Learning Hub.

4.7 Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will only consider complaints made outside of this time frame, if exceptional circumstances apply.

If other bodies are investigating aspects of the complaint, for example a police force, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Next Gen Teaching in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

4.8 Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

5 Complainant Routes

Who you should contact in regards a complaint, depends on the nature of your complaint. Please use the table below to ensure that you follow the correct route.

Type of Complaint	Complaint Route	Further Information
<ul style="list-style-type: none"> Matters likely to require a Child Protection Investigation 	Online Cause for Concern form Complete the Cause for Concern form and this will then be referred to the NGT Safeguarding Team	<ul style="list-style-type: none"> For more information on these procedures, please refer to the NGT Safeguarding Policy.
<ul style="list-style-type: none"> Whistleblowing 	Online Complaints Form	<p>Definition of Whistle Blower taken from gov.uk website</p> <p><i>"You're a whistleblower if you're a worker and you report certain types of wrongdoing. This will usually be something you've seen at work - though not always.</i></p> <p><i>The wrongdoing you disclose must be in the public interest. This means it must affect others, for example the general public.</i></p> <p><i>As a whistleblower you're protected by law - you should not be treated unfairly or lose your job because you 'blow the whistle'.</i></p> <p><i>You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future."</i></p> <p>Gov.uk (2025)</p>
<ul style="list-style-type: none"> Data Protection Breach 		

<p>Complaint Against:</p> <ul style="list-style-type: none"> Any member of the NGT Team <p><i>This includes: Leadership, Staff, Consultants representing NGT, Members of staff at a PLH,</i></p>	<p>To be addressed to the Director of the organisation:</p> <p>Samantha Cuthbert sam.cuthbert@nextgenteaching.co.uk</p>	<ul style="list-style-type: none"> Any complaints about a member of the NGT Team will be dealt with in line with the internal procedures outlined by NGT. The complainant will be informed that the complaint and matter is being addressed. Procedures relating to the complaint and any related outcomes will not be disclosed to the complainant. If and where necessary, OFQUAL will be informed of any negative implications on the company or the impact on awarding of qualifications.
<p>Complaint Against:</p> <ul style="list-style-type: none"> Director Governor Chair of Governors 	<p>The first two bullets would be addressed to the Chair of Governors for Next Gen Teaching:</p> <p>Ian Elliott [insert email address]</p> <p>A complaint against the Chair of Governors will be referred to a member of the governor panel or an external consultant.</p>	<ul style="list-style-type: none"> Any complaints about the Director or a Governor will be dealt with in line with the internal procedures outlined by NGT. The complainant will be informed that the complaint and matter is being addressed. Procedures relating to the complaint and any related outcomes will not be disclosed to the complainant. If and where necessary, OFQUAL will be informed of any negative implications on the company or the impact on awarding of qualifications.
<p>Complaint in exceptional circumstances – where the complaint cannot be addressed by the Director, Governor, or Chair of Governors.</p>	<p>Complaints of this nature would be escalated to Ofqual.</p>	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Awarding of Qualifications 	<p>To be addressed to the Chair of Governors for Next Gen Teaching:</p> <p>Ian Elliott [insert email address]</p>	<ul style="list-style-type: none"> All complaints regarding the Awarding of Qualifications will be considered in relation to Next Gen Teaching's Assessment Policy and Quality Assurance and Regulations of Qualifications Policy. In all cases, judgements will be modified by an independent assessor. This being an assigned person who has not previously been involved in the marking or assessment of any submitted assignment.

<ul style="list-style-type: none">• Appeals for awarding of qualifications	<p>Should an individual feel that their complaint, in regard to the awarding of qualifications, is not handled successfully, they may refer to OFQUAL's Complaints Procedure Handbook.</p>	<ul style="list-style-type: none">• Please be aware that you must follow the Next Gen Teaching protocols for making complaints in the first instance, including an appeal.• OFQUAL will not consider any complaints that have not followed Next Gen Teaching's complaints procedures prior to submitting a complaint to OFQUAL.
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6 Appeals Process

6.1 Internal Appeal

If the complainant is not satisfied with the resolution, they may appeal within 10 working days of receiving the outcome. Appeals will be reviewed by Governing Body, and a final decision will be communicated within 15 working days.

6.2 Escalation to OFQUAL

If the complainant remains dissatisfied after the internal appeals process, they may escalate their complaint to OFQUAL or other relevant regulatory bodies.

7 Monitoring and Review

All complaints will be recorded and reviewed periodically to identify trends and areas for improvement.

8 Confidentiality

All complaints will be treated with confidentiality and sensitivity. Information will only be shared within the organisation or with OFQUAL, as necessary, for the resolution of the complaint.

9 Record Keeping

All complaints will be treated with confidentiality and sensitivity. Information will only be shared within the organisation, as necessary, for the resolution of the complaint. Any records will be stored securely and accessible upon reasonable request.

10 Policy Approval and Review

Review

This policy, Complaints, will be reviewed annually, or as required, to ensure it remains effective and relevant to the requirements of certifications and qualifications provided by Next Gen Teaching.


Feedback

Regular feedback is sought from staff, consultants, participants and Professional Learning Hubs, to improve and update this policy, ensuring that, at all times, we are adhering to best practice.

Approval

This Assessment Policy has been reviewed and approved by a minimum of two members of the Next Gen Teaching Governing Body and the Director of Next Gen Teaching.

Signatures



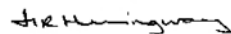
Name:	Samantha Cuthbert
Responsibility:	Founder and Director



Name:	Ian Elliott
Responsibility:	Chair of Governors



Name:	Siobhan Brady
Responsibility:	Governor



Name:	Helen Hemingway
Responsibility:	Governor