



NPQ Complaints and Appeals Process

1:4 COMPLAINTS PROCEDURE

In the first instance, please talk to us with any concerns or issues. You can however find our full complaints below.

1:5 DEFERRING FROM AN NPQ QUALIFICATION

Candidates may apply for a deferral in exceptional circumstances for example; sickness, bereavement, maternity/paternity leave, or another exceptional reason. Candidates must contact the NPQ administrator citing the full reason for the deferral.

Requests to defer from a course/qualification that has already commenced need to be received immediately. Deferrals are considered on a case-by-case basis.

If the reason for deferral is not considered to be exceptional, we would aim to provide additional support to help you complete your NPQ.

Should you choose to withdraw from the programme please see the withdrawal terms below.

A deferral can be granted for a maximum of 12 months. Candidates who decide not to re-engage with their qualification will be subject to the ALL withdrawal terms below.

Candidates who defer and wish to repeat course content (including face-to-face events) may be required to pay additional charges. Extenuating circumstances will be considered on a case-by-case basis.

1:6 WITHDRAWING FROM AN NPQ QUALIFICATION

Candidates wishing to withdraw from a qualification must provide reason(s) in writing and will be subject to charges and withdrawal fees. Charges for withdrawal will be invoiced to the applicant's school in line with the framework below:

Withdrawal timescale:	Charge:
Prior to programme	£150 administration fee
After first delivered session (launch event)	100% of fee retained

1:9 Unsuccessful application for NPQ Scholarship

It is the applicant's responsibility for ensuring they understand the eligibility criteria for scholarship funding as detailed on our website.

TELA will not take any responsibility for incorrect information provided by the participant in terms of the criteria set to access this funding.

If an applicant is unsuccessful in claiming scholarship funding due to not meeting the criteria the applicant's school will become liable to pay the full cost of the qualification.

Investigating your complaint

1. We will email you acknowledging receipt of your complaint within three days of receiving it, attaching a copy of this procedure.
2. We will then investigate your complaint. This will normally involve our Programme Manager reviewing your complaint and contacting relevant members of staff to gather information. S/he may ask you for further information or detail pertaining to your complaint where this is necessary to the investigation.
3. We will communicate the outcomes of our investigation and our proposed resolution to your complaint initially by email and will continue to engage with you until you are satisfied with the proposed resolution.

Stage 1: The TELA Programme Manager will contact you within 14 days of sending you the acknowledgement email to provide a detailed written reply to your complaint, including his/her suggestions for resolving the matter.

Stage 2: If you are not completely satisfied by the suggested resolution, we will arrange for a meeting (ideally face to face or, if this is not possible, by telephone) to take place between you and the Programme Manager to further discuss your complaint and possible solutions.

Stage 3: If you remain unsatisfied with the proposed resolution then we will arrange for your complaint to be reviewed by the Chair of the TELA strategic Heads group, who will then write to you with a response and suggested resolution.

4. At each stage of the investigation we will provide a written summary of the proposed resolution and we ask that you reply to our communications within 14 days stating whether you are satisfied with the proposed resolution or whether you wish the investigation to move to the next stage.

5. If you remain unsatisfied following the involvement of the TELA strategic group, and your complaint relates to a National Professional Qualification, then you can contact the NPQ Reform Team at the Department for Education via email NPQ.REFORM@education.gov.uk

Improving our provision

TELA records details of all complaints received in a Complaints Log, identifying the issue forming the basis of the complaint.

The Complaints Log is reviewed by the TELA Management Team every time a new complaint is received. The team is responsible for ensuring that any necessary improvements to the programmes and the participant experience are implemented to prevent future complaints of a similar nature.