



Learners First
Schools Partnership

Connecting People, Promoting Excellence

Learners First Schools Partnership

National Professional Qualifications (NPQ)

Complaints Policy and Procedure

NPQ accredited by



Department
for Education

NPQ Complaints Policy and Procedure

This Complaints Policy has been approved and adopted by Learners First Schools Partnership for the Department for Education (DfE) accredited National Professional Qualifications. The Policy will apply for the duration of the DfE contract to 31st August 2022 and will be next reviewed in July 2020.

Body Responsible: Learners First Schools Partnership Board of Directors

Complaints Policy

If you have a comment, concern or complaint we would like to know as soon as possible. We always welcome suggestions for improving our work and maintaining our standards. Our employees and facilitators will acknowledge your complaint within 24 hours and resolve the issue within 5 working days if at all possible.

What to do first?

Participant's concerns

Most concerns and complaints can be sorted out quickly by contacting the lead facilitator on your programme or the administration team. All staff will make every effort to resolve your concern informally.

Concerns raised about our partners (eg our assessment provider, NPQOnline) should also be directed to the Learners First administration team and will be investigated on your behalf.

The administration team can be contacted by phone on 01709-267021 or via email to teachingschool@learnersfirst.org

What to do next?

If you are dissatisfied with the response or you have a serious concern you can make a formal complaint to the NPQ Senior Leadership Team either in writing or by telephone, by email or in person by appointment. The NPQ Senior Leadership Team will then carry out an investigation and provide a written response within five working days.

If you are still unhappy

We will do all that we can to resolve the matter straight away but if you are still not entirely satisfied you may make a formal complaint in writing to the Chair of the Board of Directors. They will convene a meeting to discuss the matter within 10 working days and provide you with a written response within 5 working days of the meeting.

The meeting to consider the complaint will be with a panel consisting of at least three people not directly involved with the matters which are the subject of the complaint.