

Complaints Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to provide a fair, transparent, and accessible process for handling complaints from learners, staff, and stakeholders. 4 TEFL is committed to ensuring that all concerns are addressed promptly, fairly, and without prejudice, in line with Focus Awards requirements.

2. Scope

This policy applies to:

- All learners enrolled on 4 TEFL programmes.
- All staff, assessors, IQAs, and contractors.
- Third parties directly engaged with the delivery of 4 TEFL qualifications.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** oversees complaint handling and ensures compliance with this policy.
- **Assessors/IQAs:** cooperate with investigations and supply relevant evidence.
- **Administrative staff:** log and track complaints in the CRM system.
- **All learners and staff:** expected to raise issues promptly and respectfully.

4. Procedure

1. **Informal resolution** - Where possible, learners and staff are encouraged to resolve concerns informally with the relevant tutor, assessor, or staff member.
2. **Formal complaint** - If unresolved, the complaint should be submitted in writing via the CRM system or by email to info@4tefl.com. Complaints should include full details and any supporting evidence.
3. **Acknowledgement** - Complaints will be acknowledged within 5 working days.
4. **Investigation** - The Quality Assurance will review the complaint, gather evidence (including CRM records, Zoom recordings, and assessment evidence), and may contact the complainant for clarification.
5. **Outcome** - A written response will be provided within 20 working days of receipt. If more time is needed, the complainant will be informed of the revised timescale.
6. **Appeal** - If the complainant is not satisfied with the outcome, they may raise an appeal in line with the [Appeals Policy](#).

5. Monitoring and Review

- Complaints are reviewed regularly to identify patterns or recurring issues.
- Findings inform the centre's Quality Improvement planning.
- This policy will be reviewed annually by the Quality Assurance and updated as required.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

