

Complaints Policy

Policy Ref	Version	Date Issued	Review Date
T8-POL-006	2.0	22 July 2026	22 July 2027

1. Policy Statement

T8 Learning and Development Ltd is committed to providing high-quality Learning and Development services. We welcome feedback from learners, employers, and other stakeholders and take all complaints seriously. We will deal with all complaints promptly, fairly, and confidentially.

2. Scope

This policy applies to complaints from:

- Learners enrolled on any T8 Learning and Development Ltd programme
- Employers or organisations purchasing training on behalf of learners
- Any other individual or organisation with a legitimate interest in our services

This policy does not cover assessment appeals, which are dealt with under the T8 Assessment and Appeals Policy (T8-POL-005).

3. What Constitutes a Complaint

A complaint is any expression of dissatisfaction about the service provided by T8 Learning and Development Ltd, including:

- The quality of training delivery
- The behaviour or conduct of a trainer or member of staff
- Administrative errors or poor communication
- Failure to make reasonable adjustments
- Concerns about equality, diversity, or safeguarding (which will also be referred to the relevant policy)

4. How to Make a Complaint

Complaints can be submitted:

- By email to: enquiries@t8learninganddevelopment.co.uk
- In writing to: T8 Learning and Development Ltd, Redcar, North East England

Complaints should clearly describe the nature of the concern, when it occurred, and the outcome the complainant is seeking.

5. Complaints Procedure

Stage 1 — Informal Resolution

In the first instance, complainants are encouraged to raise their concern directly with their trainer or with the Director. Many concerns can be resolved quickly and informally at this stage. The Director will acknowledge the complaint within two working days and aim to resolve it within five working days.

Stage 2 — Formal Complaint

If the concern is not resolved informally, the complainant may submit a formal written complaint to the Director. The Director will:

- Acknowledge receipt within two working days
- Investigate the complaint fully and impartially
- Consult relevant parties as necessary
- Issue a written response within fifteen working days

Where the complaint is upheld, the Director will confirm what action will be taken. Where it is not upheld, clear reasons will be provided.

Stage 3 — Escalation

If the complainant remains dissatisfied following Stage 2, they may escalate their complaint to the relevant awarding body. Where the complaint relates to a regulated qualification delivered by Highfield Qualifications, the complainant may contact Highfield directly. T8 Learning and Development Ltd will cooperate fully with any external investigation.

Stage 4 — Regulator Escalation

Where a complainant has fully exhausted both T8 Learning and Development Ltd's complaints procedure (Stages 1 and 2) and the relevant awarding body's own complaints procedure (Stage 3), and remains dissatisfied with the outcome, they have the right to escalate their complaint to the relevant qualification regulator. For regulated qualifications in England, this is Ofqual. T8 Learning and Development Ltd will provide complainants with details of how to contact the relevant regulator on request.

6. Confidentiality

All complaints will be handled confidentially and only those directly involved in investigating the complaint will have access to the details. Complainants will not suffer any disadvantage or detriment as a result of making a complaint in good faith.

7. Monitoring and Learning

The Director will maintain a log of all complaints received, the outcome, and any action taken. This log will be reviewed quarterly to identify any patterns or areas for improvement in service delivery.

8. Review

This policy will be reviewed annually.

9. Sign-off

Approved by	Position	Date
Darren Tate	Director / Lead Trainer	June 2026