

## 01.19 TLEQ Complaints Policy

### 1. Introduction

This policy sets out the approach of The Leisure Experts Qualifications (TLEQ) to the management of complaints. As an awarding organisation, TLEQ is committed to providing a high-quality service to learners, education hubs, staff, and stakeholders, and to handling complaints in a fair, transparent, and consistent manner.

Complaints may arise in relation to customer service, communication, the conduct of staff, education hub administration, or any other aspect of TLEQ activities. This policy ensures that all complaints are taken seriously, investigated appropriately, and resolved promptly, in line with the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

This policy applies to all learners, education hubs, TLEQ staff, contractors, and stakeholders engaged with TLEQ.

### 2. Purpose

The purpose of this policy is to provide a clear process through which complaints may be raised and considered. It ensures that all individuals and organisations interacting with TLEQ can voice concerns, that complaints are dealt with promptly and fairly, and that outcomes are communicated in a transparent manner. The policy also ensures compliance with the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT) and supports continuous improvement across TLEQ.

### 3. Scope

This policy applies to all complaints relating to TLEQ or its education hubs, excluding matters covered by other policies such as **TLEQ Appeals Policy (01.14)** or **TLEQ Malpractice and Maladministration Policy (01.13)**. Where a concern falls outside the scope of this policy, the individual will be referred to the appropriate procedure.

### 4. Definitions

**Complaint** – an expression of dissatisfaction with a service, decision, or action (or lack of action) taken by TLEQ, its staff, or an education hub.



**Complainant** – the individual or organisation raising a complaint.

Examples of complaints may include dissatisfaction with the following:

- Customer service or communication
- Delays in administration or certification
- The conduct of staff, assessors, or education hub representatives
- The quality of learning resources or facilities
- The handling of enquiries or requests for further information

### 5. Responsibilities

The Responsible Officer has overall accountability for the operation of this policy and for ensuring that complaints are handled in line with regulatory requirements.

The Quality Assurance Lead is responsible for managing the complaints process, including logging complaints, appointing investigators where required, and monitoring outcomes.

All TLEQ staff and education hubs must cooperate fully with complaints investigations and take any required corrective action. Learners and stakeholders are responsible for raising complaints promptly and in line with the process set out in this policy.

### 6. Complaints Process

TLEQ operates a clear process for handling complaints:

#### Stage 1 – Informal Resolution

Wherever possible, complaints should first be raised informally with the relevant person or education hub. Many issues can be resolved quickly and effectively at this stage without the need for a formal complaint.

#### Stage 2 – Formal Complaint Submission

If informal resolution is not successful, the complainant may submit a formal complaint. This must be done by completing the TLEQ Complaints Form (online) within 20 working



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days of the issue arising. The complaint should set out the nature of the concern, the parties involved, and any supporting evidence.

An online submission should be made via the following link: [CLICK HERE](#).

### Stage 3 – Acknowledgement and Review

All complaints will be acknowledged within seven days. The Quality Assurance Lead (or nominee) will review the complaint to confirm that it falls within the scope of this policy and determine whether an investigation is required.

### Stage 4 – Investigation

If a formal investigation is necessary, an independent investigator will be appointed. The investigation may include reviewing documentation, interviewing relevant parties, and considering any evidence provided.

Complaints will always be investigated by an individual with no direct involvement in the matter. Where a potential conflict of interest is identified, TLEQ will ensure that the investigation is reassigned to an impartial person to maintain fairness and transparency. TLEQ maintains a zero-tolerance approach towards conflicts of interest that are not disclosed or appropriately managed.

Investigations will normally be concluded within 28 days, and the complainant will be informed if additional time is required.

### Stage 5 – Outcome

The outcome of the complaint will be communicated in writing, including the decision, reasons, and any corrective action to be taken.

### Stage 6 – Escalation

If the complainant is dissatisfied with the outcome, the matter may be referred to the Responsible Officer for final review. Where the complaint relates to a matter regulated



by the relevant regulatory body or awarding organisation (CCEA / ITEC / VTCT), the complainant may also escalate the matter directly to that body once the TLEQ process has been completed.

### 7. Confidentiality and Fairness

All complaints will be treated in confidence and managed in a fair, consistent, and transparent manner. TLEQ will ensure that individuals making complaints are not disadvantaged or treated less favourably as a result of raising a concern in good faith.

### 8. Record Keeping

TLEQ requires all complaints to be logged and recorded in full. Records must include:

- The details of the complaint and the date submitted
- The parties involved
- The investigation undertaken and evidence considered
- The decision and reasons for the outcome
- Any corrective action required
- Any escalation to the Responsible Officer or to the relevant regulatory body

All records must be retained for a minimum of five years. TLEQ will maintain a central Complaints Register, which will be made available to the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT) upon request.

### 9. Record of Approval and Review

At TLEQ, regulatory assurance is more than compliance, it is our commitment to quality, fairness, and the lifelong trust placed in our qualifications. Complaints outcomes will be analysed to identify trends, risks, or areas for improvement. Lessons learned will be used to strengthen procedures and to support continuous improvement.

Version	Date of Approval	Approved By	Next Review	Owner
26.09.02	9 February 2026	TLEQ Board of Directors	1 February 2027	Responsible Officer



**10. Sign-Off**

**Approved by:**

**TLEQ Board of Directors Chair:** Joni Harding (9 February 2026)

**Responsible Officer:** Paul Cain (9 February 2026)

