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| INTERNATIONAL | POL-IPS-015 | Rev: 7.0 | Valid until: 01/09/2028 |
| | Feedback and Complaints Policy | | |

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|---|---|---|
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**1. Objective**

IPS International Ltd (IPS) values all feedback — including complaints, compliments, suggestions, and examples of good practice.
This policy ensures that all feedback is handled fairly, promptly, and confidentially, helping us continuously improve our services.

This policy applies to all employees, learners, customers, contractors, and stakeholders.

**2. Scope**

IPS is committed to:

- Welcoming genuine feedback and responding constructively.
- Handling complaints fairly, proportionately, and in a timely manner.
- Taking corrective actions to prevent recurrence where issues are identified.
- Maintaining confidentiality and data protection at all stages.
- Ensuring the process is easily accessible and clearly communicated.
- Providing an appeals process for unresolved complaints.
- Cooperating with external stakeholders where relevant.
- Reserving the right not to pursue complaints that are malicious or vexatious.

All employees share responsibility for safeguarding IPS's reputation by managing feedback professionally and respectfully.

**3. Related Policies**

- Data Protection Policy
- Staff conduct
- Disciplinary procedure

**4. Responsibilities**

- **All Staff:** Record and forward any feedback received (verbal, written, or electronic).
- **Curriculum Managers:** Investigate and respond to complaints within their area.
- **Directors:** Oversee complaint handling and ensure fairness, proportionality, and consistency.
- **Directors and Curriculum Managers:** Review feedback trends and agree on service improvements.

**5. Policy Content - Definitions**

- **Feedback:** Any formal complaint, compliment, suggestion, or example of good practice received directly or via a third party.
- **Complaint:** Any expression of dissatisfaction about IPS's services, training, or conduct.

- **Compliment:** Recognition that a service has exceeded expectations or industry standards.
- **Good Practice:** A suggestion or example that improves existing processes, methods, or service delivery.

**5. Policy Content - Procedure**

1. **Recording:**
    - All complaints must be logged using the Complaint/Feedback Form and stored securely in the IPS Hub – Quality>Feedback and Complaints>Feedback and Complaints Tracker
    - Access is restricted to Directors and Curriculum Managers.
2. **Acknowledgement:**
    - Acknowledge receipt within **2 working days** via email or letter using templates in IPS HUB:
        - FRM-IPS-047 Complaints Acknowledgement Letter
3. **Investigation:**
    - The relevant Curriculum Manager investigates and reports findings to the responsible Director.
    - Third-party complaints (e.g., from an employer or parent) will be accepted, but feedback may be limited due to confidentiality and will be advised through the initial acknowledgement.
    - Where the complaint involves a staff member, details of any disciplinary action will remain confidential.
4. **Response and Resolution:**
    - Aim to resolve within **5 working days** where possible and keep all parties informed during the process.
    - Provide a clear outcome and provide details of the **appeals contact** using
        - FRM-IPS-048 Complaints Procedure Outcome Letter
5. **Appeals:**
    - A complainant may appeal to another Director for further review within a reasonable timeframe of up to **2 weeks** after outcome communication.
    - The appeals process is available to ensure independent and unbiased oversight to assure the complainant the process and outcomes have been applied.
    - Remedial action may be taken at the discretion of the director and will be confirmed in writing

6. **Record Keeping:**
    - All related documents (complaint form, investigation notes, correspondence) must be stored in the complaint folder.

**5. Policy content - Compliments, Suggestions, and Good Practice**

1. **Recording:**
    - Log all positive feedback or suggestions in the IPS HUB: Quality>Feedback and Complaints>Feedback and Complaints Tracker
2. **Review:**
    - The relevant Curriculum Manager reviews and, if applicable, discusses improvement ideas with the Board of Directors or relevant Director.
3. **Recognition:**
    - Acknowledge contributors and share positive feedback internally.
    - Where appropriate, use verified compliments as case studies, audit evidence, or external promotion (e.g., social media), with consent.
4. **Continuous Improvement:**
    - Accepted examples of good practice are integrated into training and process updates.

**6. Review**

This policy will be reviewed annually or sooner if required by regulatory changes or organisational needs.

All complaint and feedback information will be treated as confidential and managed in line with data protection legislation.
Records will be retained securely and accessed only by authorised personnel.