

Complaints Policy

Version	Date	Author	Summary of Changes
1.0	01 May 2026	SBK Teaching Standards	Initial publication

Learner-Friendly Summary

SBK Teaching Standards aims to provide high-quality courses and services. If something goes wrong, we want to know so we can put it right. This policy explains how to make a complaint, how it will be investigated, how long it will take, and what you can do if you are not satisfied with the outcome. Some issues, such as assessment results must follow a different process, which is explained below.

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1. Introduction

SBK Teaching Standards is committed to developing and delivering high-quality services and products that meet the needs of our learners and stakeholders. We place the highest importance on putting customers first and welcome feedback on how to improve our services.

We recognise that issues may arise on occasion. When they do, we are committed to investigating complaints thoroughly, identifying root causes, and making improvements to prevent recurrence. Your feedback is essential in helping us maintain high standards of quality and service.

This Complaints Policy applies to all courses, resources, and qualifications offered by SBK Teaching Standards.

Important: Complaints **cannot** be used to request changes to assessment results. For concerns relating to marking, moderation, or clerical checks, please use the **Post-Results Services** process.

2. Regulation

SBK Teaching Standards is currently operating as a sole-trader online education provider. Once qualifications become regulated or an awarding-body structure is established, this policy will be updated to reflect any regulatory requirements (e.g., Ofqual conditions).

3. How to Make a Complaint

3.1 Informal Complaint

Learners should first raise concerns informally by contacting:

Email: SBK-teaching-standards@outlook.com

The awarding body aims to acknowledge informal complaints within **72 hours** and will attempt to resolve the issue promptly.

3.2 Formal Complaint

If the informal stage does not resolve the issue, a formal complaint may be submitted by email to: SBK-teaching-standards@outlook.com

A formal complaint must include:

- Full name and contact details
- Centre name (if applicable)
- Course name and level (if applicable)
- Full description of the issue, including dates
- Names and roles of individuals involved
- Copies of relevant documents or correspondence

All personal data will be processed in accordance with the **Data Protection and Information Security Policy**.

Time Limits

Formal complaints should be submitted:

- Within **3 months** of the incident, or
- Within **3 months** of becoming aware of the issue

Complaints cannot be accepted more than **6 months** after the incident unless exceptional circumstances apply.

Response Times

- Acknowledgement within **72 hours**
- Full response normally within **10 working days**
- If more time is required (e.g., staff absence or complex investigation), the complainant will be informed

4. Stages of the Investigation

Stage 1: Informal Complaint

- Submitted via email
- Acknowledged within 72 hours
- Resolution provided as quickly as possible

Stage 2: Formal Complaint

- Submitted via email with required details

- Acknowledged within 72 hours
- Response provided within 10 working days

Stage 3: Full Investigation

A full investigation will be initiated if:

- The complainant is dissatisfied with the Stage 2 outcome
- The issue is complex or unclear
- SBK Teaching Standards determines further review is required

The request for a full investigation must be made within **two weeks** of the Stage 2 outcome.

The investigation will be led by the **Responsible Officer**. Target completion time: **10 working days**, unless circumstances require longer. The complainant will be kept informed of progress and may be contacted for further information.

5. Further Escalation

If the complainant remains dissatisfied after completing all internal stages, they may escalate the matter to the appropriate external body depending on the nature of the complaint.

Possible escalation routes include:

- **Information Commissioner's Office (ICO)** — data-protection concerns
- **Local Authority Adult Safeguarding Team** — safeguarding concerns
- **Appropriate Prevent authority** — Prevent-related concerns
- **Trading Standards / Citizens Advice Consumer Service** — consumer-rights concerns
- **Police** — criminal matters

There is **no external ombudsman** for private, non-regulated online education providers.

6. Scope

This policy applies to:

- All learners
- All centres (if applicable)
- All stakeholders engaging with SBK Teaching Standards
- All courses, resources, and qualifications offered

It covers complaints relating to:

- Quality of service
- Administration



- Conduct of SBK Teaching Standards
- Delivery of courses and resources

Excluded: Complaints relating to assessment results must follow the **Post-Results Services** process.

7. Policy Review and Version Control

Review Cycle

This policy will be reviewed:

- Annually
- Following complaints or feedback on process