

## Complaints Policy

This policy outlines how iPET Network will manage complaints from any stakeholder including Candidates and approved Training Providers. The policy sets out the process to follow and how iPET Network will respond to any complaints made.

The policy covers complaints made in relation to the qualifications, products and services iPET Network offer or any of its representatives. For any appeals against a decision made by iPET Network then please refer to the Enquires and Appeals Policy and Process.

### **Training Provider responsibilities**

The Training Provider's employees involved with management, assessment practices, internal quality assurance and candidates involved with any iPET Network qualifications must be made familiar with the contents of this policy.

All approved Training Providers in line with their approval must have in place their own internal complaints procedure that is accessible to all its candidates.

### **Complaints raised by the regulator**

Regulators may notify iPET Network of issues affecting other Awarding Organisations which may pose a threat to iPET Network. This situation will be treated as a complaint and the procedure outlined in this policy will be followed.

### **Confidentiality and Whistleblowing**

Some complaints made, maybe anonymous. It is preferred that the person making the complaint can be identified and can be kept in contact with. This will support iPET Network to effectively carry out an investigation of the complaint. If the person making the complaint is concerned about possible adverse effects, they must inform us that they do not want us to divulge their identity. It would be a breach of confidentiality and iPET Network's legal duties if an anonymous identity was shared unless approval was granted following the initial complaint

### **Complaints Process**

#### **How to make a complaint about iPET Network's products and services**

*N.B this does not include complaints about any training and delivery from an iPET Network Training Provider*

It is recommended that any problems are addressed at the earliest convenience with the main contact at iPET Network, this may be the External Quality Assurer or Account Manager. If they cannot provide the appropriate support or iPET Network decide this person is not appropriate, then iPET Network will appoint an appropriate representative.

If the complainant is not satisfied with the support provided at this stage, then iPET Network requests a written complaint within 10 working days to:

The Directors, iPET Network  
71 Clifton Drive,  
Leftwich,  
Northwich,  
Cheshire,  
CW9 8BQ

Or

Email: [info@ipetnetwork.co.uk](mailto:info@ipetnetwork.co.uk)

The complaint will then be referred to an independent representative within iPET Network who will aim to respond within 30 days of receipt.

### **Making a complaint about a Training Provider**

*N.B includes complaints about any training and delivery from an iPET Network Training Provider*

If a stakeholder such as a Candidate has a complaint about a Training Provider, iPET Network recommends that any grievances should try to be resolved informally in the first instance. If the issue cannot be resolved informally the complainant must then follow and exhaust the Training Providers internal complaints procedure.

Should the complainant wish to escalate the complaint and raise it to iPET Network then iPET Network may request evidence that the Training Provider's internal complaints procedure has been exhausted.

To make a complaint to iPET Network, the complainant must detail in writing:

- Full name and contact details
- Actions taken prior to raising the complaint with iPET Network
- Copies of evidence relevant to the complaint

iPET Network will confirm the receipt of the complaint within 5 working days. We will then aim to respond within 10 working days.

iPET Network will action complaints against its approved Training Provider if they are accused of breaching any of iPET Network's wider policies. Depending on the nature of the complaint, iPET Network may divulge the nature of the complaint to the Training Provider in order to start an investigation. iPET Network will assign a representative to review the complaint and they may wish to contact the complainant within this time frame to gain further information.

### **Complaint investigations conducted by iPET Network**

iPET Network will seek to investigate a complaint fully and fairly, to do this a variety of steps maybe taken depending on the nature of the complaint:

- External Quality Assurance Audit (at the cost of the Training Provider)
- Remote student interviews and feedback
- Remote employee interviews
- Request documentation and evidence of Training Providers activities relating to the delivery of the qualification
- Reviewing Internal and External Quality Assurance sampling activity and reports
- Independent investigator, for example from the Trade Association (at the cost of the Training Provider)

If the complaint involves failure in iPET Network's assessment processes or there is discrepancies from information provided to iPET Network in the application form or signed agreements, iPET Network will follow the Malpractice and Maladministration Policy and Procedure (including Sanctions) which details the process that will be taken.

### **Possible complaint outcomes**

Following iPET Network's investigation the complainant will be informed of the outcome in writing, the possible outcomes may include:

- Increased Internal and External Quality Assurance on-going sampling (at the cost of the Training Provider)
- Sanctioning (detailed in the Malpractice and Maladministration Policy and Procedure (including Sanctions))
- Temporary or permanent withdrawal of the Qualification approval and / or Training Provider Approval
- Advice to Training Providers on internal performance management and disciplinary procedures
- If Malpractice or Maladministration is identified the Malpractice and Maladministration Policy and Procedure (including Sanctions) is followed
- No further action may be taken but a record will be kept regarding the investigation for approximately 3 years

Please note that financial contracts are made between the Candidate and the Training Provider therefore iPET Network cannot influence financial arrangements.

If the complainant is not satisfied with the outcome of the complaint from iPET Network they may follow the Appeals Policy found on [www.ipetnetwork.co.uk](http://www.ipetnetwork.co.uk).

### **Related Policies**

- Enquiries and Appeals Policy