



Complaints Policy

National Talent Academy Limited

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		Academy	
2.0	February 2026	National Talent Academy	Redrafted to reflect TQUK endorsement; removed SAM Learning references; updated contact details and timescales
2.1	September 2026	National Talent Academy	Added a document control block recording the document owner, status, date published, next scheduled review and contact. Set the review frequency to annual. Corrected the description of certification: TQUK issues the certificate for the full Level 3 Award and NTA issues certificates for individual units, including the mandatory unit.
2.2	September 2026	National Talent Academy	Updated the name of the Equity, Diversity and Inclusion Policy in the list of related policies, following its renaming. No other change.

For use in National Talent Academy policy development

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1. Introduction

1.1 About National Talent Academy

National Talent Academy (NTA) is an educational technology company providing online qualifications in essential work skills for 16-to-19-year-olds and adult learners in Further Education colleges, schools and training providers across the UK.

NTA was founded in 2020 by Cambridge graduate David Jaffa, who previously founded SAM Learning (online GCSE/KS3 revision used in hundreds of UK schools) and Penda Learning (online science/maths for US schools, sold 2019). David received the 2021 BETT Outstanding Achievement Award for his lifetime achievements in EdTech.

1.2 Purpose of This Policy

This policy provides a clear, fair and transparent procedure for anyone who wishes to raise a complaint about any aspect of the service provided by National Talent Academy. NTA takes all complaints seriously and is committed to resolving them in a way that is appropriate, proportionate and evidence-based.

The Complaints Policy aims to:

- Provide learners, delivery partners and other stakeholders with a straightforward, appropriate and effective process for resolving complaints.
- Ensure complaints are dealt with seriously and in a way proportionate to the issue raised.
- Ensure complaints are dealt with on the basis of evidence and proper investigation.
- Ensure that every issue raised in a complaint receives an appropriate explanation.
- Ensure that all people directly involved in a complaint have the opportunity for a fair hearing and understand each step of the process.
- Operate in a respectful and sensitive way, valuing people's point of view and having due respect for confidentiality.
- Provide appropriate remedies when a complaint is upheld.
- Help NTA to continue improving the quality of its programmes and services.

1.3 Scope

This policy applies to all those involved in or affected by NTA programmes and services, including learners, delivery partners, staff, tutors and other stakeholders.

This policy covers the delivery of the NTA Level 3 Award in Essential Work Skills, which is an unregulated qualification endorsed by Training Qualifications UK (TQUK) as a Certified Learning Course (CLC), as well as any other products and services provided by NTA. TQUK issues the certificate for the full Level 3 Award; NTA issues certificates for individual units, including the mandatory unit.

This policy does not cover:

- Enquiries or appeals about assessment results – these are covered by the NTA Enquiries and Appeals Policy.
- Malpractice and maladministration investigations – these are covered by the NTA Malpractice and Maladministration Policy.
- Applications for reasonable adjustments or special considerations – these are covered by the NTA Reasonable Adjustments and Special Considerations Policy.

If a complaint relates to matters covered by these other policies, the complainant will be directed to the appropriate procedure.

1.4 Who Needs to Know About This Policy?

Delivery partners must make their learners and staff (including centre, satellite, subcontracted or contractual staff) who are involved in the delivery, management, assessment and quality assurance of NTA programmes aware of, and familiar with, the contents of this policy.

1.5 Obtaining Copies of This Policy

Copies of this policy are available on request by contacting NTA at hello@nationaltalent.org or via www.nationaltalent.org.

1.6 Review of This Policy

NTA will review this policy annually and may revise it as required in response to changes in legislation, changes in practice, actions from external agencies and/or in response to learner, delivery partner and stakeholder feedback.

2. Informal Resolution

In most cases, an informal discussion can resolve matters without the need for a formal complaint. Learners and delivery partners are encouraged to raise concerns informally with NTA in the first instance by contacting hello@nationaltalent.org.

NTA will aim to address the concern promptly and to the satisfaction of the person raising it. If, after informal discussion, the matter has not been resolved to the complainant's satisfaction, they are entitled to submit a formal complaint.

3. Formal Complaints Procedure

3.1 Submitting a Formal Complaint

If a complaint cannot be resolved informally, it should be submitted in writing (which may be by email) to the Founder of National Talent Academy. If the complaint is about the Founder, it should be directed to another senior member of the NTA team.

The complaint must be submitted as soon as possible, and within 10 working days of receiving a response from the informal complaint, or (only if the delivery partner has failed to follow its own policy) reaching the end of the delivery partner's own complaints procedure.

The written complaint should include:

- The complainant's full name (see Section 5 regarding confidentiality).
- Contact details.
- A clear and full explanation of the complaint, including the names of any staff involved.
- Copies of any relevant documents and/or supporting evidence.
- A statement that the complainant wishes to make a formal complaint.

3.2 Acknowledgement

NTA will acknowledge the complaint within 5 working days of receipt. If the Founder is unavailable within this period, an out-of-office message will provide an alternative contact to whom the complaint should be forwarded.

3.3 Assessment and Investigation

NTA will determine whether the matter falls within the scope of this Complaints Policy. If the complaint is not within scope, NTA will explain why and will advise of any relevant alternative policy or procedure.

NTA will gather any relevant information, evidence or documents and investigate the complaint. This may include contacting the complainant to discuss the complaint and/or to request further information or clarification.

3.4 Outcome

Once all information is gathered, NTA will draw a conclusion and write to the complainant to explain this, within 20 working days of receiving the complaint (though often this will be sooner). If this is not possible – for example, if all the required evidence cannot be gathered in this time – NTA will notify the complainant within 20 working days and will advise of the revised timescale.

3.5 Timescales Summary

Stage	Timescale
Acknowledgement of complaint	Within 5 working days of receipt
Informal resolution attempt	As soon as practicable
Formal complaint submission deadline	Within 10 working days of receiving an informal response (or exhausting the delivery partner's own complaints procedure)
Written outcome of formal complaint	Within 20 working days of receiving the complaint (or notification of revised timescale if evidence gathering requires longer)

4. Actions Arising from a Complaint

Whatever the outcome of a complaint, NTA may identify recommendations and/or requirements to be taken by NTA and/or by one or more of its delivery partners, to improve NTA's service and/or to address concerns. NTA will ensure that any such recommendations and/or requirements are actioned, and delivery partners are required to cooperate with NTA to ensure this happens.

If NTA identifies any failure in its processes, including anything which may compromise the integrity of NTA qualifications, NTA will take all reasonable steps to:

- Identify whether anyone else has been affected by the failure.
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure.
- Take whatever action may be appropriate and necessary to protect the integrity of the award of certificates.
- Apply sanctions to the relevant delivery partner if the failure occurred at a delivery partner.
- Ensure that the failure does not recur in the future.
- Inform TQUK as the endorsing awarding organisation where relevant or required.

5. Confidentiality and Anonymity

It is always best to provide your name and contact details when making a complaint, so that NTA can discuss the complaint with you and obtain any further information needed to reach the most satisfactory conclusion.

NTA understands that there may be occasions when a complainant prefers not to do so. In such cases, the following options are available:

5.1 Confidential Complaints

A confidential complaint means the complainant provides their name on condition that it is not revealed without their consent. NTA will always endeavour to keep the complainant's identity confidential, although it may be necessary to share information with other individuals or organisations in order to investigate the complaint. Requesting confidentiality may in some cases make it impossible to take action on the complaint. The complainant should also recognise that they may be identifiable by others due to the nature or circumstances of the complaint.

5.2 Anonymous Complaints

An anonymous complaint means the complainant does not provide their name at all. NTA will look into anonymous complaints, or pass them to the relevant organisation where appropriate, although it may not always be possible to investigate or substantiate anonymous complaints.

If you are concerned about being identified, please discuss your concerns when you make your complaint.

6. Vexatious Correspondence or Behaviour

NTA staff and tutors have the right to work without fear of abuse, intimidation or harassment. Threatening or abusive correspondence or behaviour will not be tolerated under any circumstances, and NTA staff will not engage with persistent or harassing contact from complainants. If this kind of behaviour occurs, NTA will treat it as vexatious.

Vexatious behaviour includes, but is not limited to:

- Abusive, intimidating or threatening written or telephone correspondence or physical behaviour in a face-to-face meeting.
- Abusive, intimidating, threatening or false posts on social media, forums or other online platforms.
- Persistent repeated contact without providing any new information or evidence, or harassment of any kind.
- Making unreasonable demands on NTA staff outside the remit of the complaint.
- Making accusatory or malicious remarks about or against NTA, NTA staff or representatives or NTA delivery partners.
- Making complaints known to be false, inaccurate or misleading.

Vexatious behaviour will be reported and dealt with appropriately, which may include reporting to the police where an offence has been committed. NTA may request specific action be taken against the perpetrator as a result.

7. Monitoring and Evaluation

NTA will report all complaints to its Board for monitoring and evaluation. These reports will cover the number and nature of complaints submitted, their outcomes and any actions identified. This process helps NTA to identify patterns, improve services and ensure accountability.

8. General Provisions

- Complainants are encouraged to use this procedure if they have any complaint regarding discrimination or harassment, or if they wish to make a disclosure under the Public Interest Disclosure Act 1998.

- By raising a formal complaint, a complainant will not be subject to any detriment in respect of any decision, whether or not the complaint is upheld by NTA.
- The decision of the Founder following the formal complaints process is final.

9. Related Policies

This policy should be read in conjunction with the following NTA policies:

- Enquiries and Appeals Policy.
- Malpractice and Maladministration Policy.
- Reasonable Adjustments and Special Considerations Policy.
- Equity, Diversity and Inclusion Policy.
- Safeguarding Policy.
- Sanctions Policy.

10. Contact Information

If you have any queries about the contents of this policy, or wish to submit a complaint, please contact National Talent Academy:

Email: hello@nationaltalent.org

Website: www.nationaltalent.org

Address: 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT

Appendix A: Complaints Form

Please complete this form in full and submit it to hello@nationaltalent.org.

Section 1: Complainant Details

Full name:

Contact email:

Contact telephone:

Delivery partner / centre name (if applicable):

Learner name (if different from complainant):

Section 2: Details of Complaint

Please tick the type of complaint:

Type of Complaint	Please Tick
Complaint about an NTA programme or assessment	
Complaint about a delivery partner or centre	
Complaint about NTA staff or tutors	
Complaint about NTA customer service	
Other (please specify below)	

Please describe your complaint in full, including names of any staff involved, relevant dates and what outcome you are seeking:

Section 3: Supporting Evidence

Supporting documentation attached? Yes / No

If yes, please list the documents attached:

Documents:

Section 4: Previous Steps Taken

Have you attempted to resolve this matter informally? If so, please describe what steps were taken and the outcome:

Section 5: Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge. I understand that NTA will investigate this complaint in accordance with its Complaints Policy.

Signature:

Date:

Please return this form to: hello@nationaltalent.org