



Complaints and Corrective Action Policy

September 2026

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Purpose and scope

This Complaints and Corrective Action Policy applies to learners, prospective learners, course-booking clients, tutors, assessors, invigilators and other persons involved in courses delivered by or on behalf of Quality Leisure Management Ltd (QLM). It covers complaints concerning course administration, learning materials, tutor conduct, accessibility, training delivery, learner support, assessment administration and the standard of the learning experience.

The policy provides a fair, accessible and transparent process for raising, investigating and resolving complaints. It also explains how QLM records findings, identifies root causes and implements corrective action to improve its training services.

Definitions and related procedures

A complaint is an expression of dissatisfaction about the standard of a training service, an action taken or not taken by QLM, or the conduct of a person delivering or supporting a QLM course, where a response or resolution is required.

An appeal is a request to review an assessment decision, mark, result or other formal decision affecting a learner. Assessment appeals are handled under QLM's Examination and Appeals Policy.

Suspected cheating, falsification, improper assistance or another assessment irregularity will be considered under QLM's Malpractice and Maladministration Policy. Safeguarding concerns will be handled under QLM's Safeguarding Policy and will not be delayed while this complaints procedure is followed.

Where a concern involves suspected wrongdoing in the public interest, it may be considered under QLM's whistleblowing arrangements. QLM will advise the person raising the concern of the appropriate procedure.

Examples of training complaints

Complaints may include, but are not limited to:

- course administration, joining instructions, communication or facilities;
- poor or inappropriate delivery by a tutor;
- inaccurate, unsuitable or inaccessible learning materials;
- inappropriate language, behaviour or failure to maintain professional boundaries;
- poor management of learners or the learning environment;
- the learning pace or teaching approach not meeting reasonable learner needs;
- a failure to provide an agreed reasonable adjustment;
- assessment administration, where the concern is not an appeal against an assessment decision; or
- a failure to follow a published QLM training procedure.

Accessibility and reasonable adjustments

QLM will make reasonable efforts to ensure that the complaints process is accessible. A complaint may be submitted by email, letter or another agreed accessible format. A learner may ask for reasonable support to make or participate in a complaint. Requests for reasonable adjustments will be considered under QLM's Reasonable Adjustment and Special Considerations Policy.

How to make a complaint

Stage 1 – Informal resolution. The person raising the concern should, where appropriate, speak to the tutor or QLM member of staff involved at the earliest opportunity. QLM will seek to resolve the matter promptly and informally. A person is not required to approach the individual concerned where this would be inappropriate or where the concern is serious.

Stage 2 – Formal complaint. If the concern is not resolved informally, the person does not consider informal resolution appropriate, or the matter is serious, a formal complaint should be sent to the Managing Director at admin@qlmconsulting.co.uk, by post to QLM's registered contact address shown in this policy, or by telephone on 01933 626444 where assistance is required to put the complaint in writing.

A formal complaint should normally include:

- name and contact details, unless the complaint is anonymous;
- course title, course date and tutor's name, where known;
- a clear description of the concern and when it occurred;
- any relevant documents or other evidence;
- details of any steps already taken to resolve the matter; and
- the outcome sought.

Complaints should normally be submitted within 20 working days of the event or of the complainant becoming aware of the issue. QLM may accept a later complaint where there is a reasonable explanation for the delay or where the seriousness of the matter justifies consideration.

Acknowledgement and investigation

QLM will acknowledge a formal complaint within five working days. The acknowledgement will identify the person handling the complaint and, where possible, explain the next steps.

The investigator will consider the nature and seriousness of the concern, gather relevant information, give affected persons a fair opportunity to respond and maintain an appropriate written record. The scope of the investigation will be proportionate to the issues raised and any potential effect on learners, course outcomes, certification, safety or the integrity of QLM's training arrangements.

No person who is the subject of the complaint, was directly involved in the matter, or has another material conflict of interest will determine the complaint or any subsequent review. Where the complaint concerns the Managing Director or the Managing Director has a conflict of interest, another Director or an appropriate independent person will oversee the matter.

Response and outcome

QLM will normally provide a written response within 20 working days of receiving the formal complaint. The response will summarise the issues considered, the findings, the reasons for the decision and any action to be taken. Where more time is required, QLM will explain the reason for the delay and provide an updated response date and action plan.

A complaint may be upheld, partially upheld or not upheld. Where appropriate, the outcome may include an apology, correction of information, replacement or amendment of learning materials, tutor coaching or standardisation, changes to course administration, accessibility improvements, an

authorised reassessment or alternative learning opportunity, notification to affected learners, or referral to an awarding, licensing or endorsing organisation.

Stage 3 – Internal review

A complainant who remains dissatisfied may request an internal review within 10 working days of the written outcome. The request should explain why the original decision or process is considered unreasonable and identify any relevant information that was not previously considered.

The review will be undertaken by a Director or appropriate independent person who was not involved in the original decision. The reviewer will consider whether the procedure was followed fairly, whether relevant evidence was considered and whether the outcome was reasonable. QLM will normally issue the review decision within 15 working days. The review decision is QLM's final internal response.

External escalation

Where a complaint concerns a course, qualification or assessment governed by an awarding, licensing or endorsing organisation, the complainant may have a right to refer the matter externally after completing QLM's internal procedure. QLM's final response will identify any applicable external route and provide or signpost the current contact details. External escalation remains subject to the relevant organisation's rules and scope.

Anonymous complaints

QLM will consider anonymous complaints where sufficient information is available to investigate. An anonymous complaint may limit QLM's ability to verify information, seek clarification or provide an individual response. QLM will nevertheless consider whether the information indicates a risk to learners, safeguarding, assessment integrity or the quality of training.

Confidentiality and data protection

Complaints will be handled sensitively. Information will be shared only with those who need it to investigate, respond to or oversee the complaint, or where disclosure is required by law or by an awarding, licensing or endorsing organisation. QLM will explain any necessary disclosure where it is appropriate to do so.

Complaint records will be stored securely, access will be restricted to authorised persons and personal information will be handled in accordance with QLM's data protection arrangements and applicable retention requirements.

Protection from disadvantage

No learner or other person will be disadvantaged for raising a genuine concern or complaint in good faith. This does not prevent QLM from taking proportionate action where information is knowingly false, abusive, threatening or submitted primarily to disrupt the complaints process.

Unreasonable complaint behaviour

A complaint will not be considered malicious or unreasonable merely because it is not upheld or cannot be substantiated. Where behaviour becomes abusive, threatening, persistently repetitive or places an unreasonable burden on QLM, the Managing Director or an independent decision-maker may set proportionate communication arrangements. The reasons will be recorded and explained in

writing. Safeguarding, whistleblowing and public-interest concerns will continue to be considered through the appropriate procedure.

Corrective and preventive action

Where a complaint or other review identifies a failure or risk, QLM will determine proportionate corrective or preventive action. The action will address the identified cause, reduce any effect on learners and lessen the likelihood of recurrence.

The complaint or non-conformance record will include, as appropriate:

- the issue and persons or courses affected;
- the evidence considered;
- the root cause;
- immediate containment or remedial action;
- corrective or preventive action;
- the responsible person and target completion date;
- any required notification to learners or an external organisation; and
- verification that the action has been completed and was effective.

Monitoring and organisational learning

QLM will review complaints, learner feedback, course evaluation information and corrective-action records to identify recurring issues, emerging risks and opportunities to improve training delivery. Themes and significant actions will be reported through QLM's management review arrangements. Information used for trend analysis will be limited to what is necessary for that purpose.

Responsibilities

The Managing Director has overall responsibility for this policy. Directors are responsible for ensuring that complaints are allocated, investigated fairly, recorded and concluded. Tutors, assessors, invigilators, consultants and employees must cooperate with investigations, preserve relevant information and implement agreed actions.

Policy review

This policy will be reviewed biannually and sooner where required by changes to QLM's courses, awarding or endorsing organisation requirements, legislation, identified risks or learning from complaints.

Signed:



Date: September 2026

Leigh Simmonds
Quality Leisure Management Ltd

Appendix 1

Non-conformance / customer complaint report:		Ref:	
All associated documentation to be copied and attached to this report for reference			
Details of Non Conformance			
Reason given for occurrence			
Immediate Action taken to address			
Root Cause identified following investigation (If not known state: "Not Known")			
Corrective Action to be taken to prevent recurrence			
Date and by whom is Corrective Action to be implemented			
Date:		Responsibility:	
Corrective Action Verification			
I the undersigned have verified today that the Corrective Action has addressed the Non-Conformance identified above and should prevent recurrence in the future.			
Signed:		Name:	
		Date:	

Appendix 2

Ref:	Root Cause	Corrective Action	Timeframe	Responsibility	Signed