

ntss

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LEARNER COMPLAINTS AND APPEALS POLICY

EN ISO 9001 -EN ISO 21001

REVISION

Revision Description	Revision No	Revision Date
Initial Publication	0	28.04.2026

LEARNER COMPLAINTS AND APPEALS POLICY

Introduction

NTSS delivers both regulated and non-regulated training and is committed to providing a high-quality, learner-focused training experience. It fosters an open and positive environment where feedback is encouraged and ensures that complaints and appeals are managed effectively and professionally.

Purpose

This policy defines the approach adopted by NTSS to handle complaints and appeals in a fair, transparent, and consistent manner and aims to protect the integrity of training and assessment processes.

NTSS adopts the following objectives:

- To provide a clear and accessible framework for submitting complaints and appeals
- To ensure that all applications are assessed in an impartial, fair, and consistent manner
- To encourage early and informal resolution where appropriate
- To protect applicants from discrimination, disadvantage, or retaliation
- To use complaints and appeals as a source of feedback for continuous improvement
- To ensure that all personnel are aware of this policy and the related processes

Scope

This policy applies to the following stakeholders:

- Learners
- Clients
- Trainers and assessors
- Employees
- Business partners and other relevant parties

Third parties submitting applications on behalf of a learner must be duly authorised. Disciplinary processes are not covered under this policy.

Definitions

- **Complaint:** An expression of dissatisfaction regarding NTSS services, activities, or decisions
- **Appeal:** A formal request for a review of an assessment decision

Principles

NTSS operates in accordance with the following principles:

- **Impartiality:** All complaints and appeals are assessed independently, objectively, and free from conflicts of interest. Individuals involved in the evaluation process are selected to ensure they are not influenced by the matter and can maintain impartiality.
- **Transparency:** Complaint and appeal processes are conducted in a clear, understandable, and traceable manner. Applicants are appropriately informed about the process steps and progress.
- **Confidentiality:** All applications are handled confidentially. Personal data and sensitive information are shared only with authorised individuals and strictly on a need-to-know basis. Anonymous submissions may not be considered unless justified.
- **Timeliness:** All applications are assessed and resolved within reasonable and predefined timeframes. Avoiding unnecessary delays is essential.
- **Accessibility:** All stakeholders are provided with easy access to complaint and appeal processes. Submission methods are clearly defined, and communication channels are kept accessible.
- **Non-retaliation:** No applicant shall be subjected to direct or indirect adverse treatment as a result of a complaint or appeal made in good faith. NTSS is committed to providing a safe and open feedback environment.
- **Continuous Improvement:** Complaints and appeals are systematically analysed and used as a tool for learning and improvement. The outcomes contribute to enhancing processes, services, and overall quality.

Implementation Commitment

NTSS establishes and implements the necessary processes to ensure the effective management of complaints and appeals.

Responsibility

NTSS Management is responsible for the implementation, monitoring, and continuous improvement of this policy.

Effective Date

This policy becomes effective upon approval by NTSS Management and is subject to periodic review.

Details regarding the implementation of this policy are defined in **NTSS-QMS-PR-03-EN Learner Complaints and Appeals Procedure.**

APPROVED BY

ASUMAN ERKUL

