

Complaints Policy & Procedure



The Spark Group

Introduction

At The Spark Group, we are committed to providing high quality services, training programmes and qualifications. We recognise, at times, things may not meet expectations, and we welcome all feedback, including complaints, as an opportunity to improve.

This policy outlines the procedure for raising a complaint relating to:

- The delivery, assessment and quality assurance of qualifications or training;
- The conduct of tutors, assessors, or quality assurance staff;
- Our customer service, administration, or other operational matters;
- Our policies, procedures, or facilities

We treat all complaints seriously, fairly, and confidentially, and aim to resolve them as quickly as possible.

Raising a Complaint

We encourage you to raise any concerns as soon as possible and within 20 working days of the issue occurring so that we can investigate thoroughly.

Step 1 - Informal Resolution

If your concern relates to a qualification or training service, please speak first to your tutor, assessor or internal quality assurer (IQA).

If your concern relates to a non-education matter, such as administration, communication, or other services provided by The Spark Group, please speak directly to the relevant member of staff or their line manager.

If you are unable or uncomfortable raising the issue informally, or it isn't appropriate to do so, please proceed with the formal complaint process.

Step 2 - Formal Complaint

If the issue cannot be resolved informally, you can raise the formal complaint by contacting our Business Manager (Debbie Sturridge):

Email: debbie@thespark.group

When submitting a complaint, please include:

- Your full name, contact details, and daytime telephone number;
- A full description of your complaint (including relevant dates and people involved);
- Copies of any relevant and supporting documentation;
- Whether the complaint relates to a qualification or a general service

We will:

- Acknowledge receipt of your complaint within 3 working days;
- Investigate the matter and respond to you within 10 working days

Your complaint will be handled confidentially, and in accordance with data protection legislation.

Escalation if you remain dissatisfied

If you are not satisfied with the outcome, you may escalate your complaint to the Managing Director (Daniel Canavan):

Email: daniel@thespark.group

When escalating, please clearly explain why you remain dissatisfied and include any further information for review. You will receive a response within 5 working days.

This is the final stage of our internal complaint process.

Qualification related complaints - External Escalation

If your complaint concerns a regulated qualification and you remain dissatisfied after completing the internal procedure, you may escalate the matter to the Awarding Body.

After this, should you remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of The Spark Group or the Awarding Body will be able to offer you guidance on the appropriate qualification regulator and can provide contact details.

Recording and Retention of Complaints

All complaints will be formally recorded at each stage of the process, including:

- The initial complaint;
- Investigation actions taken;
- Outcomes and decisions;
- Any escalation and final resolution

These records will be retained securely for a minimum of 3 academic years.

Approval

This policy has been approved by The Spark Group's Senior Leadership Team.

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