

## Ark Teacher Training - Complaints Procedure

At Ark Teacher Training we strive to provide a fair, transparent and supportive application process for aspiring educators. We understand that concerns may arise during this phase, and we have established this Complaints Procedure to address and resolve such matters effectively.

**1. Scope:** This procedure applies to applicants of the Ark Teacher Training programme. A complaint is considered an expression of dissatisfaction with any aspect of the application procedure, including interactions with our team, the application platform, or related services (not including the Department for Education's own 'Apply' portal).

**2. How to Lodge a Complaint:** Applicants can submit a complaint by email at [teachertraining@arkonline.org](mailto:teachertraining@arkonline.org) with the subject line 'complaint'. Please include a detailed description of the issue, along with relevant information such as the date and time of occurrence.

**3. Acknowledgment:** Upon receiving a complaint, we will promptly acknowledge its receipt. The acknowledgment will include an estimated timeframe for resolution, and applicants will be kept informed of the progress.

**4. Investigation and Resolution:** Our team will investigate the complaint to understand its nature and impact on the application process. We are committed to resolving complaints fairly and in a timely manner. Resolutions may involve corrective actions, improvements to our processes, or other appropriate measures.

**5. Communication of Resolution:** Once the complaint is resolved, we will communicate the outcome to the applicant. If the resolution requires more time, we'll provide regular updates on progress.

**6. Escalation:** If an applicant remains dissatisfied with the resolution provided, there may be an option for an appeal. Details on how to escalate a complaint, including contacts for higher-level resolution, will be provided in our communication.

**8. Procedure Review:** This Complaints Procedure will be reviewed annually to ensure its effectiveness, and that we continuously enhance our application process to provide a better experience for future applicants. Any updates or changes to the procedure will be communicated on our website.

We value your feedback and are dedicated to resolving any concerns promptly. Your input helps us improve our application process, ensuring a positive experience for all aspiring educators.

Ark Teacher Training