



National Training Scheme

Complaints, Disputes and appeals procedure

Complaints

Where an organisation or an individual has a grievance or complaint relating to the National Training Scheme a complaint notification form, Form 64, must be completed and sent to IVR (UK) Ltd (The Administrator).

IVR (UK) Ltd shall acknowledge receipt of all complaint notification forms in writing within 5 working days. Where the complaint is against the Administrator an internal investigation will be instigated and a resolution offered within 15 working days.

If the complaint is against a training provider (Company) or an independent instructor the Administrator shall, again acknowledge receipt in writing within 5 working days. The Administrator will furnish the training provider with the details of the complaint and request a written response, including any offer of a resolution within 10 working days. Where a training provider accepts responsibility the Administrator may suggest the resolution to be offered by that training provider. The Administrator shall, where possible offer a resolution to both parties within 15 working days.

Where the Administrator is unable to resolve a complaint or a dispute the case will be referred to the NHSS committee for consideration and arbitration. Where the committee offer a resolution which is not acceptable to the complainant the matter may be referred to an independent arbiter, mutually agreed by both parties. Resolution by an independent arbiter must be accepted by both parties.

Appeals

Where the resolution offered by a training provider or the Administrator is not acceptable an appeal may be made to the NHSS committee for consideration. The appeal form must be completed and sent to the Administrator. Acknowledgement of receipt will be sent in writing within 5 working days. The appeal will be passed immediately to the NHSS committee for consideration. There will be no time limit for resolution on appeals.

[Complaint](#) and [Appeal](#) Forms are downloadable from the IVR (UK) Ltd website.