

DPTrainingUK Policy Document:

- Appeals, Complaints, Conflicts of Interest, Malpractice & Misconduct Policy
- Policy Number: DPTTrainingUK-P5-ACCIMM-V4
- Policy Date: 25/02/2026
- Review Date: 02/2027

What This Policy is About: What to do if something goes wrong, how to raise a concern, appeal a result, or report misconduct.

Who it Applies to: Delegates, clients, staff, and anyone interacting with DPTTrainingUK.

Key Message: Most issues are resolved informally on the day. For formal complaints, we respond within 5 working days & aim to resolve within 10.

If you have Any Questions: Contact us at info@DPTrainingUK.com or via www.DPTrainingUK.com. For urgent enquiries, call +44 (0)7921 769868



1. Scope

- 1.1. This Appeals, Complaints, Conflicts of Interest, Malpractice and Misconduct Policy outlines the procedures for all training programmes and business activities overseen by **Different Perspective Training Ltd. (DPTTrainingUK)** specifically regarding:
 - 1.1.1. **Activities:** The delivery of Training and Consultation in First Aid, Mental Health, Outdoor and Off-Site Safety, and Water Safety.
 - 1.1.2. **People:** All DPTTrainingUK staff, trainers, course delegates, and any members of the public or site staff who interact with the training group or equipment.
 - 1.1.3. **Locations:** All training sites, including bespoke client premises and public venues.

2. Introduction

- 2.1. We are dedicated to delivering a transparent, accountable service for all. We actively promote fair assessment practices across all our courses, ensuring all activities and assessments remain free from Conflicts of Interest. Where an appeal, complaint, or Conflict of Interest arises, we are committed to listening, rectifying errors, and preventing recurrence.
- 2.2. Should any issues arise, we will:
 - 2.2.1. Address complaints promptly, courteously, impartially, factually, and confidentially.
 - 2.2.2. Treat complaints as expressions of dissatisfaction that necessitate timely responses or actions.
 - 2.2.3. Respond appropriately, offering explanations, apologies, or relevant information as needed.
 - 2.2.4. Evaluate and learn from complaints to improve service delivery.
 - 2.2.5. Establish safeguards for course delegates and uphold the integrity of our qualifications and Awarding Organisations by taking reasonable steps to mitigate potential or identified conflicts of interest.
 - 2.2.6. Identify key areas where Conflicts of Interest may occur in order to minimise and eliminate adverse effects.
 - 2.2.7. Adhere to the requirements and policies of regulatory bodies.
- 2.3. Should any questions of Malpractice or Misconduct be raised, this policy outlines the actions we may take as we cooperate fully with Awarding Organisations and External Regulators.
- 2.4. We will inform the relevant Awarding Organisation of any cases of suspected or actual malpractice, maladministration, or misconduct, follow their published procedures, and ensure the complaints process remains straightforward and accessible to all.

3. Appeal Against Assessment Decisions

- 3.1. All delegates have the right to appeal assessment decisions within the specified three-week deadline by adhering to the prescribed escalation process, once all prior responses have been fully explored:
 - 3.1.1. DPTTrainingUK – Mr. Matthew Illott, Director and Lead Facilitator
 - 3.1.2. Awarding Organisations:
 - 3.1.2.1. ITC First Qualifications Awards Manager – First Aid Awarding Organisation
 - 3.1.2.2. Atlantic Crest Qualifications – Water Safety Awarding Organisation
 - 3.1.2.3. NUCO Awards Qualifications – Mental Health First Aid Awarding Organisation
 - 3.1.2.4. Royal Geographical Society, Expeditions & Fieldwork Manager – Off-Site Safety Management Qualifications
 - 3.1.3. National Regulators – Ofqual, Qualifications Scotland, Qualifications Wales

4. Pathway to Resolution

- 4.1. We are committed to quality training and to resolving all queries in a timely and mutually satisfactory way.
 - 4.1.1. **Informal Resolution:** Our trainers are selected for their professional and approachable nature. Most concerns are easily resolved informally on the day, ensuring they are dealt with quickly.
 - 4.1.2. **Escalation beyond the Trainer:** If delegates feel that their concerns are of a nature that cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.
 - 4.1.3. **Internal Review of Teaching and Assessment:** Issues regarding teaching, assessment, recording, and quality assurance are initially handled by our training staff during the course or later by DPTrainingUK Management.
 - 4.1.4. **External Escalation:** Escalation of complaints following the DPTrainingUK procedures outlined in this policy, should be made to the Awarding Organisations relating to the qualifications undertaken.

5. A Complaint or an Appeal?

- 5.1. An appeal is raised when a judgement has been made, for example, when a delegate wishes to challenge an assessment decision.
- 5.2. Any individual or organisation affected by an assessment decision made by DPTrainingUK or an Awarding Organisation may use the appeals process.
- 5.3. The Awarding Organisation Appeals Policy can be found on their website.

6. Formal Complaints

- 6.1. This formal complaints procedure ensures all issues are addressed fairly and consistently.
- 6.2. A formal complaint should be initiated when informal approaches do not resolve the concern.
- 6.3. Upon receipt of a formal complaint, we will:
 - 6.3.1. Provide a written response within 5 working days, outlining the timeframe for a detailed reply (10 working days).
 - 6.3.2. Address the complaint reasonably and sensitively.
 - 6.3.3. Take appropriate corrective action where necessary.
- 6.4. The complainant is expected to:
 - 6.4.1. Submit their complaint in writing.
 - 6.4.2. Clearly use the term 'complaint' to avoid any misunderstanding.
 - 6.4.3. Specify the concerns in detail, describe the consequences, and indicate the desired outcome or changes sought.
 - 6.4.4. Lodge the complaint with DPTrainingUK within 8 weeks of the incident.
- 6.5. We will investigate and provide a written response within 10 working days. If the resolution is unsatisfactory, the complainant may request a review by writing directly to DPTrainingUK. Should further dissatisfaction persist, the matter can be escalated to the Awarding Organisation Directors, who will follow their published complaints procedures.
- 6.6. Should the outcome remain unresolved following the thorough Awarding Organisations complaints procedure, delegates enrolled on Regulated Qualifications will have the opportunity to refer the complaint to external regulators such as Ofqual or Qualifications Scotland.
- 6.7. We maintain a log of all complaints received, responses provided, and actions taken. These records are reviewed both at the time of the complaint and annually to identify trends and implement preventative measures, see Appendix 1 – Complaints Register/ Log.

7. Conflicts of Interest

- 7.1. The management of Conflicts of Interest applies to all DPTrainingUK staff, trainers/assessors and internal quality assurers who are involved in the routine function, training and assessing of DPTrainingUK courses and therefore have an obligation to act in a way that does not lead to any Conflict of Interest.
- 7.2. **Definition:** A Conflict of Interest arises when an individual's personal or business interests conflict with their professional duties. Such conflicts could damage the integrity of qualifications we deliver or compromise the validity of a delegate's assessment.

8. Examples of Conflicts of Interest

- 8.1. The following list is not exhaustive but common examples:
 - 8.1.1. Direct or indirect financial gain as a result of actions or involvement.
 - 8.1.2. Direct or indirect benefits such as employment, gifts, hospitality.
 - 8.1.3. Reciprocal arrangements, which compromise the ability to make reliable and professional judgements.
 - 8.1.4. Connections to family relationships and/ or close friendships with delegates who are being assessed.
 - 8.1.5. Connections with family members and/ or close friendships for training and external assessing of delegates.

- 8.1.6. Trainers with family or close friendship connections who internally assure/ verify each other's courses/ assessment decisions.
- 8.1.7. Assessment judgements on behalf of a delegate who is their partner or close friend.

9. Declaring a Conflict of Interest

- 9.1. We will take all reasonable steps to ensure a Conflict of Interest does not arise however if this is not possible the following steps will be taken:
 - 9.1.1. Declarations of actual or potential Conflicts of Interest must be made in writing or by telephone (followed up with written confirmation) to DPTrainingUK as soon as they arise.
 - 9.1.2. We will inform the Awarding Organisation of any such conflict prior to any training, assessing, or quality assurance activity.
 - 9.1.3. We will log all Conflicts of Interest and make the log available to the awarding body and/or regulators as requested (Appendix 2 - Conflicts of Interest Log).
 - 9.1.4. Failure to notify DPTrainingUK or the Awarding Organisation of actual or potential Conflicts of Interest may result in sanctions being applied.
 - 9.1.5. DPTrainingUK Manager will make an annual declaration regarding the status of DPTrainingUK Conflict of Interests (Appendix 3 – Conflict of Interest Annual Declaration).
- 9.2. This policy must be reviewed and confirmed by each member of DPTrainingUK staff. A signed copy should be returned to DPTrainingUK.

10. Malpractice

- 10.1. Malpractice is any deliberate activity, neglect, or default that compromises the integrity of the assessment process and/or the validity of certificates — ranging from failure to maintain proper records to deliberate falsification.
- 10.2. Failure by DPTrainingUK to address identified malpractice may itself constitute malpractice.

11. Maladministration

- 11.1. Maladministration means managing or administering inefficiently, badly, or dishonestly. It covers any activity, neglect, or default that results in non-compliance with the specified requirements for qualification delivery, this can include:
 - 11.1.1. Delay
 - 11.1.2. Incorrect action or failure to take any action
 - 11.1.3. Failure to follow procedures or the law
 - 11.1.4. Failure to provide information
 - 11.1.5. Inadequate record-keeping
 - 11.1.6. Failure to investigate
 - 11.1.7. Failure to reply
 - 11.1.8. Misleading or inaccurate statements
 - 11.1.9. Inadequate liaison
 - 11.1.10. Inadequate consultation
 - 11.1.11. Broken promises

12. Misconduct

- 12.1. Misconduct is improper or unprofessional conduct that undermines the integrity of a training programme or activity, the safety of participants, or the reputation of DPTrainingUK. This includes but is not limited to dishonesty, harassment, wilful disregard of policy, or behaviour likely to bring the organisation into disrepute.

13. Examples

- 13.1. The following are examples of possible malpractice, maladministration and misconduct.
 - 13.1.1. Not following the Awarding Organisations conditions regarding maintaining DPTrainingUK Centre approval. E.g. failing to produce assessment records for each candidate. Failing to follow Awarding Organisation Policies.
 - 13.1.2. Stating a qualification is regulated/ accredited when it is not.
 - 13.1.3. The candidate impersonating someone else by falsifying registration documents.

14. Reporting Alleged Malpractice or Misconduct

- 14.1. DPTrainingUK staff, trainers, assessors, verifiers, delegates, members of the public can report allegations of malpractice or misconduct to the DPTrainingUK Director, Mr Matthew ILOTT. Additionally, reports may be made directly to Awarding Organisation Directors.

15. DPTrainingUK Responses to Allegations

- 15.1. Anonymous allegations or telephone reports will be acted upon where there is sufficient evidence or the nature of the report warrants it. Upon receipt of a documented report, we will acknowledge receipt within 2 working days.
- 15.2. Where allegations against DPTrainingUK are reported to the Awarding Organisation, DPTrainingUK will cooperate fully with the Awarding Organisation in line with published Awarding Organisations policies and as reasonably requested by the Awarding Organisation. The Awarding Organisation will investigate and report findings in accordance with their published policies, for example, ITC First undertakes to reply within 15 days of initial acknowledgement.
- 15.3. Where allegations are raised against a Candidate, DPTrainingUK Director, Mr Matthew ILOTT, in conjunction with the Awarding Organisation (if necessary) will investigate the allegation.
- 15.4. A report of findings will be collated and forwarded with subsequent actions to the Candidate and Awarding Organisation within 15 working days of the initial acknowledgment.

16. Upheld Allegations

- 16.1. If the allegation is upheld a proportionate action will be decided upon by DPTrainingUK and/ or the Awarding Organisation one or more of the following actions may occur:
 - 16.1.1. Written warning
 - 16.1.2. Certificate may be invalidated.
 - 16.1.3. No further registrations may be accepted for that candidate.

17. Investigations

- 17.1. The objectives of any investigation carried out by DPTrainingUK and their Awarding Organisation would be to:
 - 17.1.1. Establish the facts relating to allegations/ complaints in order to determine whether irregularities have occurred.
 - 17.1.2. Identify the cause of the irregularities and those involved.
 - 17.1.3. Establish the scale of the irregularities.
 - 17.1.4. Evaluate any action already taken by DPTrainingUK.
 - 17.1.5. Determine whether remedial action is required to reduce the risk to current candidates and to preserve the integrity of the qualification.
 - 17.1.6. Ascertain whether any action is required in respect of certificates already issued.
 - 17.1.7. Identify any patterns or trends.
 - 17.1.8. Report findings to the Awarding Organisation
- 17.2. Any investigation would adhere to the following principles:
 - 17.2.1. The fundamental principle of investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias.
 - 17.2.2. We undertake to log and track all activities and supporting evidence, including whistleblower and anonymous allegations.
 - 17.2.3. Any investigator we appoint will be independent of normal working relationships with the individual under investigation.
- 17.3. Most investigations will be conducted by DPTrainingUK in conjunction with, and in accordance with Awarding Organisation procedures and will adhere to the following process:
 - 17.3.1. **Confidentiality:** Most investigations will necessitate accessing material that is deemed confidential to the individuals or organisations providing it. In many instances it will be important that the evidence or information is original. If original records cannot be retained, it may be necessary to photocopy the original and record the copy as authentic. All material collected as part of an investigation will be kept secure and not normally disclosed to a third party.
 - 17.3.2. **Retention:** DPTrainingUK will retain all records and original documentation concerning a completed investigation that leads to sanctions against individuals or organisations for a period of not less than five years and will provide copies to the Awarding Organisation when and if required. If an investigation leads to invalidation of certificates by the Awarding Organisation, or criminal or civil prosecution, all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for five years thereafter.
 - 17.3.3. **Evidence Storage:** DPTrainingUK will provide secure storage for all material associated with an investigation in case of subsequent legal challenge. Integrity and continuity of evidence will be maintained.
 - 17.3.4. **Conclusions:** Conclusions will be based on established evidence. A course of proposed action will be identified, agreed, implemented and monitored.
 - 17.3.5. **Sanctions:** Imposed by DPTrainingUK will be commensurate with the level of non-compliance identified. Sanctions or Action Plans developed by the Awarding Organisation will be complied with by DPTrainingUK.

18. Reports

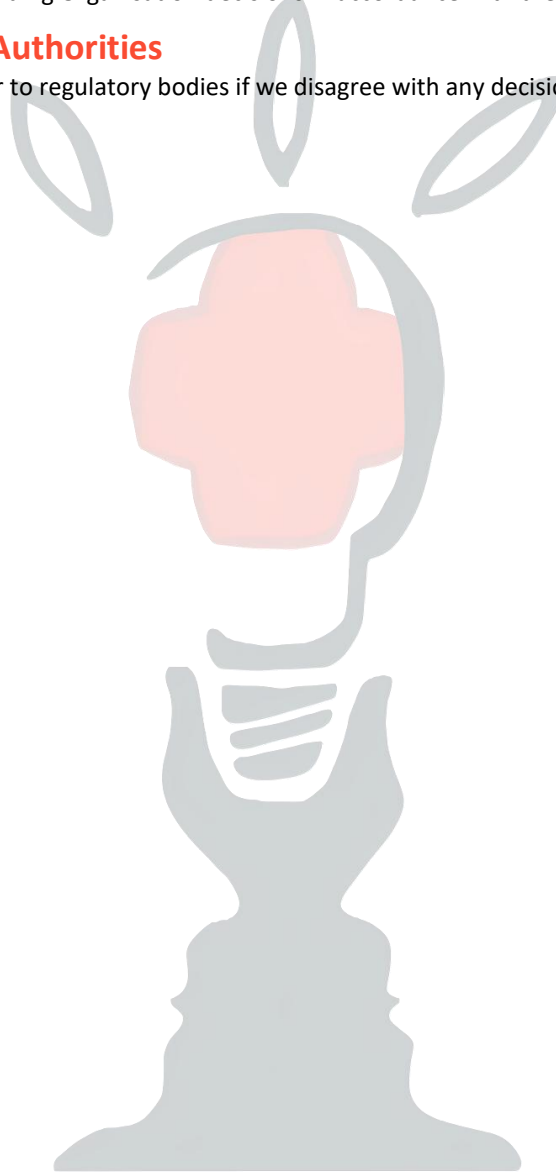
- 18.1. On completion of any report it will be sent to all parties concerned in the investigations within 15 working days of acknowledgement of receipt of allegation.
- 18.2. The Awarding Organisation will inform the regulators of DPTTrainingUK as being the Centre that has an allegation of malpractice or maladministration against it.
- 18.3. We will respond to any Awarding Organisation report within 10 working days of receipt.
- 18.4. We acknowledge that the Awarding Organisation is required to provide regulatory authorities with a copy of any final report.
- 18.5. We may request written guidance from an external regulator on best practice for preventing and investigating malpractice or maladministration.

19. Appeals

- 19.1. We may appeal against Awarding Organisation decisions in accordance with their published Appeals Policy.

20. Role of Regulatory Authorities

- 20.1. We reserve the right to refer to regulatory bodies if we disagree with any decision made by an associated Awarding Organisation.



Different Perspective Training Ltd.

Registered Company Office: The Old Barn,
Eddington Hill, Hungerford, Berkshire, RG17 0HA UK

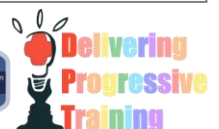
Website: www.DPTTrainingUK.com

Registered Company #: 10843621

Director & Lead Facilitator: Mr Matthew ILOTT

Email: matt@DPTTrainingUK.com

Contact: 01488 685497 | 07921 769868



Appendix 3: DPTrainingUK - AO Conflict of Interest Annual Declaration

(Please complete and return this declaration to DPTrainingUK Management Team.)

I have read the DPTrainingUK Fair Assessment, Appeals & Complaints Policy, and understood the Conflicts of Interest procedure. Please circle: Y/N

All DPTrainingUK staff are aware of their obligation to declare any Conflicts of Interest. Please circle: Y/N

If 'No', please explain the nature of the Conflict of Interest and any steps taken to address it. For example: "A staff member has a personal relationship with a delegate; the assessment was conducted by another staff member."

I confirm that neither DPTrainingUK or its staff have any Conflict of Interest with its Awarding Organisations or Regulators. Please circle: Y/N

If 'No', please specify the nature of the Conflict of Interest and provide details of any steps taken to mitigate it. For example: "A member of staff previously worked for the awarding body; all decisions are made independently."

I confirm that no member of DPTrainingUK staff has a Conflict of Interest relating to the Qualifications. Please circle: Y/N

If 'No', please describe the Conflict of Interest and outline any measures taken to address it. For example: "A staff member has a financial interest in an award; all award decisions are reviewed by an independent panel."

I confirm that all reasonable steps have been taken to avoid any part of a delegate's assessment being conducted by any person who has a Conflict of Interest in the result of the assessment (e.g. the assessor is the partner or relative of the delegate). Please circle: Y/N

If actions were taken or not taken, please provide details. For example: "The assessor is not related to any delegate. If a relationship exists, the assessment was conducted by another staff member."

Any exceptions will be reported to the awarding body as soon as possible and prior to the assessment taking place. Please circle: Y/N

If 'Yes', provide details of when and how the exception was reported. For example: "The awarding body was notified in writing on DD/MM/YYYY prior to the assessment."

Declaration:

I confirm that this form has been completed to the best of my knowledge and that the information contained within this form is true and correct. I understand that if the information is later found to be false, DPTrainingUK may be subject to sanctions imposed by the Awarding Organisation and/or its regulators.

I confirm that DPTrainingUK conflicts of interest will be kept under constant review and any actual or potential conflicts will be reported to the Awarding Organisation Management Team as soon as they are identified.

DPTrainingUK Staff Name	Signature	Date

Different Perspective Training Ltd.

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