



IOTEFL

Complaints & Appeals Procedure

Fair, accessible and independent handling of concerns

IOTEFL-DOC-005

Version 1.0 | August 2026

Official controlled document. The current published online version takes precedence over downloaded copies.

1. Scope

A complaint concerns service, conduct, process or an accredited member. An appeal challenges a formal IOTEFL decision on specified grounds. This procedure does not replace emergency, criminal, employment or court processes.

2. Principles

- Accessibility and clear communication.
- Confidentiality on a need-to-know basis.
- No disadvantage for raising a concern in good faith.
- Conflict-of-interest checks.
- Evidence-based findings and proportionate outcomes.
- Separation of appeal review from the original decision where practicable.

3. Submitting a complaint

- Use the online Complaints & Appeals form.
- Identify the organisation, educator or IOTEFL service concerned.
- Describe events, dates and the outcome sought.
- Attach relevant documents, avoiding unnecessary sensitive data.
- Confirm that the information is truthful and submitted in good faith.

4. Indicative handling stages

Stage	Indicative target
Acknowledgement	Within 5 working days
Initial assessment	Within 10 working days
Investigation / response	Normally within 30 working days
Outcome notice	Written reasons and any next step
Appeal request	Normally within 15 working days of the decision

5. Possible outcomes

- No further action.
- Explanation, apology or service correction.
- Corrective action plan.
- Monitoring, condition, suspension or withdrawal of status.
- Referral to another competent body where appropriate.

6. Appeals

An appeal must state a recognised ground, such as material procedural error, conflict of interest, unreasonable interpretation of evidence, or significant new evidence that could not reasonably have been provided earlier.

Disagreement alone is not sufficient.