ENQUIRIES HANDLING POLICY (GENERAL ENQUIRIES)

Policy Status: Operational Transparency and Customer Engagement Policy
Applies to: All general enquiries received by I-PATH
Audience: Staff, Teacher Members, Centres, learners (via centres), parents/carers, and third parties
Policy Owner: Head Office
Governance Oversight: Grand Council
Review Cycle: Annual or following significant operational change
Last Reviewed: 15th February 2026

1. Purpose of the Policy

This policy sets out how I-PATH manages general enquiries in a way that is:

- fair, consistent and transparent
- timely and proportionate
- respectful and professional
- clearly distinguished from complaints, appeals and safeguarding matters

The policy ensures that enquirers receive accurate information while protecting assessment integrity, confidentiality and governance processes.

2. Scope

This policy applies to general enquiries, including (but not limited to):

- requests for information about qualifications, exams or awards
- membership and subscription queries
- booking and administrative questions
- clarification of published policies or processes
- signposting to appropriate procedures

This policy does not apply to:

- complaints
- appeals
- enquiries of results
- safeguarding concerns
- malpractice or maladministration allegations

These are managed under their respective policies.

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3. Principles of Enquiry Handling

I-PATH handles enquiries in line with the following principles:

- **Accessibility** - clear routes to make an enquiry
- **Accuracy** - information provided reflects approved policies
- **Consistency** - similar enquiries receive similar responses
- **Transparency** - processes and limits are clearly explained
- **Professional boundaries** - appropriate tone and scope maintained
- **Proportionality** - responses match the nature of the enquiry

4. How to Submit an Enquiry

4.1 Accepted Channels

General enquiries should be submitted:

- via official I-PATH email channels
- via approved website contact forms

Telephone and informal messaging are discouraged for general enquiries to ensure a clear audit trail.

4.2 Information Required

To support efficient handling, enquirers should provide:

- name and role
- centre or membership reference (if applicable)
- clear description of the enquiry
- relevant dates or references

Incomplete enquiries may delay a response.

5. Handling and Response Times

5.1 Acknowledgement

I-PATH will normally acknowledge enquiries within five working days.

5.2 Response

Responses will be provided:

- as soon as reasonably practicable
- within published service expectations where applicable
- subject to the complexity of the enquiry

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Where further investigation is required, the enquirer will be informed.

6. Quality and Content of Responses

Responses will:

- be factual and policy-based
- avoid speculation or informal assurances
- clearly explain any limitations or next steps
- signpost to relevant policies where appropriate

Staff must not:

- provide personal opinions
- make commitments outside authorised processes
- bypass governance or QA controls

7. Escalation and Re-classification of Enquiries

If a general enquiry indicates:

- dissatisfaction with service
- concern about fairness or process
- safeguarding or welfare issues
- potential malpractice or maladministration

The matter will be re-classified and handled under the appropriate policy.

Enquirers will be informed of this change where appropriate.

8. Confidentiality and Data Protection

All enquiries are handled in accordance with:

- Data Protection Policy
- Privacy Policy

Information is shared on a need-to-know basis and stored securely.

9. Unreasonable or Repeated Enquiries

Where enquiries are:

- repetitive without new information
- abusive or inappropriate
- outside I-PATH's remit

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I-PATH may:

- limit further correspondence
- provide a final response
- redirect the enquirer to published information

This is done proportionately and respectfully.

10. Record Keeping

I-PATH maintains records of:

- enquiries received
- responses provided
- any escalation or re-classification

Records are:

- factual
- securely stored
- auditable

11. Training and Consistency

I-PATH ensures that:

- staff handling enquiries understand relevant policies
- responses are consistent across the organisation
- learning from enquiries informs service improvement

12. Relationship to Other Policies

This policy must be read alongside:

- Communications Policy
- Customer Service Policy
- Complaints Policy
- Appeals Policy
- Safeguarding Policy
- Data Protection Policy

13. Policy Review

This policy will be reviewed:

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- annually
- following significant changes to services or procedures
- where trends indicate a need for improvement

Final Statement

Every enquiry is an opportunity to demonstrate professionalism and transparency.

This policy ensures that I-PATH handles general enquiries clearly, fairly and consistently, supporting confidence in its qualifications, services and governance.

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