

# Complaints and Appeals Policy

## Scope and Purpose of Policy

The purpose of this policy is to ensure that all complaints, whether about teaching and learning or complaints relevant to GTG services/practices/operations, are responded to promptly, fairly and effectively to the best of our ability and within the resources of GTG. We take the opportunity to learn from every complaint. We also ensure we have a robust mechanism to collect complaints and compliments on the service we offer.

This policy applies to all learners and potential learners for all learning programmes regardless of mode or location of study.

## Policy Statements

We will do our best to ensure that all learners, on and off site, have a successful and enjoyable experience. We are also committed to serving the wider business and social community in order to ensure continuous improvement in all our work.

We recognise that sometimes we do not always achieve our best. Sometimes, mistakes are made and things are not done as well as they should be. We have a commitment to our learners, employers and stakeholders to ensure that any complaints they may have about our service are dealt with fairly, efficiently and effectively. All complaints raised, activity undertaken during investigations and outcomes are used within our continuous development process to actively improve our performance.

## This Policy is underpinned by several key principles:

Learners who access GTG must:

- Be free from discrimination by fostering approaches that tackle prejudice and promote tolerance.
- Have a platform to achieve their potential and encourages participation
- Able to engage in respectful and supportive practices that support overall wellbeing which is central to our vision and goal
- Be stimulated to develop the skills they need to enable successful ongoing progression throughout their respective lives

In order to fulfil its responsibilities under this policy, GTG will:

- Make clear to learners how to complain when things go wrong.
- Make clear that learners and others know what to do when they want to make us a compliment.
- Put procedures in place so that complaints are dealt with in a timely and thorough manner.
- Put procedures in place to enable us to share compliments with relevant staff and interested parties.
- Ensure that provision is in place to differentiate between low level and more serious complaints.
- Ensure that we maintain confidentiality in line with our Safeguarding and Data Protection policies.
- Put into place specific timescales to respond to complaints.
- Train staff and inform learners with regards to the procedure.
- Make clear within the procedure the provision to appeal.
- Monitor the quality of management of complaints.
- Analyse and review complaints on a regular basis to support the continuous improvement of our service.
- Set up procedures where complaints and compliments will be regularly reported on to the senior team.



Complaints and feedback

**GTG TRAINING is completely committed to ensuring your opinion, complaints and feedback counts. We are committed to ensuring your learning journey is the best it can be. Should you wish to contact us for any reason, please follow the stages outlined below:**

Stage 1	<p>In the first instance please advise your <b>GTG TRAINING</b> representative. Should the matter not be resolved, or indeed if you think the issue should not be addressed with the representative, please move on to stage 2.</p>
Stage 2	<p>Please contact us via any of the routes identified below. <b>GTG TRAINING</b> will attempt to address your complaint / feedback immediately; however, we commit to ensuring action is taken with 5 working days.</p> <ul style="list-style-type: none"> <li>• Call us on 01902 308090 between 9am and 5pm</li> <li>• E-mail: <a href="mailto:Quality@gtg.co.uk">Quality@gtg.co.uk</a></li> <li>• Write to us at; Complaints &amp; Appeals, <b>GTG Training Ltd</b>, 1 Bearing Drive, Steelpark Way, Wednesfield, Wolverhampton, WV11 3SZ</li> </ul> <p><b>GTG TRAINING</b> ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The relevant line manager will investigate your complaint and respond to you within 5 days.</p> <ul style="list-style-type: none"> <li>• We will record your complaint within in our complaints management system and you will be sent an acknowledgement with a unique incident number for your future reference.</li> <li>• Your complaint may be automatically forwarded to the Group Head of Quality.</li> <li>• Once received we will review the complaint in order to initiate the appropriate investigation.</li> <li>• We will then start to investigate your complaint. This may involve the following steps;             <ul style="list-style-type: none"> <li>○ We may come back to you for further information or clarification;</li> <li>○ The complaint will be escalated to the relevant functional Manager as appropriate;</li> <li>○ We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;</li> <li>○ We may escalate the complaint to our Human Resources Department;</li> </ul> </li> <li>• We will keep you informed of what steps have been taken with regard to investigation and resolution of your complaint.</li> <li>• We will send you a detailed reply to your complaint addressing the issues raised and proposed resolution.</li> </ul>
Stage 3	<p>Appealing:</p> <p>In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached you then have the opportunity to escalate your complaint to the Head of Quality. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Head of Quality will investigate in full and respond to you within 5 days.</p> <p>The Head of Quality can be contacted on:</p> <ul style="list-style-type: none"> <li>• Call: 01902 308090</li> <li>• E-mail: <a href="mailto:Quality@gtg.co.uk">Quality@gtg.co.uk</a></li> <li>• Write to: Head of Quality, Complaints &amp; Appeals, GTG Training Ltd, 1 Bearing Drive, Steelpak Way, Wednesfield, Wolverhampton, WV11 3SZ</li> </ul>
Stage 4	<p>Appealing:</p> <p>In the unlikely event that you remain unhappy after your complaint has been investigated by the Head of Quality and a decision reached, you then have the opportunity to escalate your complaint to the Group Head of Quality. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Group Head of Quality will investigate in full and respond to you within 5 days.</p> <p>The Group Head of Quality can be contacted at:</p> <ul style="list-style-type: none"> <li>• Call: 0141 950 5600</li> <li>• E-mail: <a href="mailto:Quality@gtg.co.uk">Quality@gtg.co.uk</a></li> <li>• Write to: Group Head of Quality, Complaints &amp; Appeals, GTG Training Ltd, 1330 South Street, Glasgow, G14 0BJ</li> </ul>
Stage 5	<p>If you are still not satisfied after all of the outlined stages, the ESFA or your awarding body will investigate complaints once the <b>GTG TRAINING</b> complaints process has concluded.</p> <p>To contact the ESFA; Apprenticeship Helpline number: 0800 0150400 or email <a href="mailto:nationalhelpdesk@apprenticeships.gov.uk">nationalhelpdesk@apprenticeships.gov.uk</a></p> <p>To contact the Awarding Organisation; Please source contact details from your Internal Quality Assurer</p>



### C5.1.: Appeals

GTG TRAINING is completely committed to ensuring your appeal is addressed. We are committed to ensuring your learning journey is the best it can be. Should you wish to appeal any decision made, please follow the stages outlined below:

Stage 1	<p>Appeal 1: Head of Quality</p> <p>Complaints about an appeal:</p> <p>In the event that you are unhappy with the appeal decision, you then have the opportunity to escalate your appeal to the Head of Quality. Please ensure your complaint is raised within 5 working days and it includes any further items for consideration and state clearly why you remain unhappy with the decision taken so far. GTG Training will investigate in full and respond to you within 5 days.</p> <p>Any decision made by the GTG Training will be full and final.</p> <p>The GTG Training can be contacted at:</p> <ul style="list-style-type: none"><li>• E-mail: <a href="mailto:Quality@gtg.co.uk">Quality@gtg.co.uk</a></li><li>• Write to: Complaints &amp; Appeals, Head of Quality, GTG Training Ltd, 1 Bearing Drive, Steelpark Way, Wednesfield, Wolverhampton, WV11 3SZ</li></ul>
Stage 3	<p>Appeal 2: Group Head of Quality</p> <p>Complaints about an appeal:</p> <p>In the event that you are unhappy with the appeal decision, you then have the opportunity to escalate your appeal to the Group Head of Quality. Please ensure your complaint is raised within 5 working days and it includes any further items for consideration and state clearly why you remain unhappy with the decision taken so far. GTG Training will investigate in full and respond to you within 5 days.</p> <p>Any decision made by the GTG Training will be full and final.</p> <p>The GTG Training can be contacted at:</p> <ul style="list-style-type: none"><li>• E-mail: <a href="mailto:Quality@gtg.co.uk">Quality@gtg.co.uk</a></li><li>• Write to: Complaints &amp; Appeals, Group Head of Quality, GTG Training Ltd, 1330 South Street, Glasgow, G14 0BJ</li></ul>
Stage 4	<p>If you are still not satisfied after all of the outlined stages, the ESFA or your awarding body will investigate complaints once the <b>GTG TRAINING</b> complaints process has concluded.</p> <p>To contact the ESFA; Apprenticeship Helpline number: 0800 0150400 or email <a href="mailto:nationalhelpdesk@apprenticeships.gov.uk">nationalhelpdesk@apprenticeships.gov.uk</a></p> <p>To contact the Awarding Organisation; Please source contact details from your Internal Quality Assurer</p>



Amendment	Date	Modifier	Version	Sign off
Version control	01/05/2019	Tom Madden	1	Billy Hammond
Version control	02/10/2019	Tom Madden	2	Billy Hammond
Version control	23/10/2019	Rosie Heron	3	Billy Hammond