



# Compliments, complaints and appeals

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## 1. Scope and Purpose of Policy

- 1.1. The purpose of this policy is to ensure that all complaints, appeals and compliments, whether about teaching and learning or any other GTG Training Ltd services, 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, appeal, and compliment. We also ensure we have a robust mechanism to collect complaints, appeals and compliments on the service we offer.
- 1.2. This policy applies to all customers, employer partners, apprentices, parents of those apprentices under the age of 18, potential customers across all services and learning programmes regardless of mode or location of study.
- 1.3. This policy includes guidance relating to:
  - 1.3.1. Compliments. The compliments process can be found in **section 5**.
    - 1.3.1.1. In all instances of compliments relating to GTG, the compliments process should be followed.
  - 1.3.2. Complaints and appeals against decisions. The complaints and appeals process can be found in **section 6**.
  - 1.3.3. In all instances of complaints and appeals relating to complaints within GTG, the complaint and appeal process should be followed.
    - 1.3.3.1. Examples of complaints can include but not limited to:
      - 1.3.3.1.1. Poor service
      - 1.3.3.1.2. Negligence
      - 1.3.3.1.3. Professional misconduct
  - 1.3.4. Appeals relating to access to fair assessment or assessment decisions made during the teaching learning and assessment process, the fair assessment appeals process can be found in **section 7**.
  - 1.3.5. In all instances of an appeal against an assessment decision within GTG, the fair assessment appeals process should be followed.
    - 1.3.5.1. Examples of appeals relating to fair assessment.
      - 1.3.5.1.1. If any learner believes that GTG has not applied our procedures consistently or that procedures were not followed properly, consistently, and fairly.



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1.3.5.1.2. If any learner is not satisfied with the conduct of the assessment and believed it disadvantaged them.

1.3.5.1.3. If any learner feels that the premises/environment for assessment has disadvantaged them.

1.3.5.1.4. If any learner believes the assessment decision made was incorrect.

1.3.5.2. GTG's access to assessment & reasonable adjustments policy can be found under key policies on the GTG website.

## 2. Policy Statements

- 2.1. GTG will do their best to ensure that its service offer, on and off site, is a successful and enjoyable experience. GTG are also committed to serving the wider business and social community in order to ensure continuous improvement in all its work.
- 2.2. GTG recognise that sometimes mistakes are made, and things may not be done as well as they should be. GTG have a commitment to its customers, employer partners, apprentices, and parents of those apprentices under the age of 18, to ensure that any complaints they may have about GTG services are dealt with fairly, efficiently, and effectively.
- 2.3. GTG recognise that its customers, employer partners, apprentices, and parents of those apprentices under the age of 18, may wish to pay compliment to the services offered by GTG. GTG is committed to ensuring there is a clear process in which compliments can be made.
- 2.4. GTG recognise that its customers, employer partners, apprentices, and parents of those apprentices under the age of 18, may wish to appeal assessment decisions made during the teaching, learning and assessment process. GTG have a commitment to ensure that any appeals are dealt with fairly, efficiently, and effectively.
- 2.5. All complaints or assessment appeals raised, any activity undertaken during investigations, outcomes and compliments are used within our continuous development process to actively review and improve our performance.

## 3. This Policy is underpinned by several key principles

- 3.1. Any person or persons accessing the services provided by GTG must:
  - 3.1.1. Be free from discrimination by fostering approaches that tackle prejudice and promote tolerance.
  - 3.1.2. Have a platform to achieve their potential and encourages participation.
  - 3.1.3. Able to engage in respectful and supportive practices that support overall wellbeing which is central to our vision and goal.
  - 3.1.4. Be stimulated to develop the skills they need to enable successful ongoing progression throughout their respective lives.

## 4. To fulfil its responsibilities under this policy, GTG will:

- 4.1. Ensure customers, employer partners, apprentices, and parents of those apprentices under the age of 18, know how to complain when things go wrong.
- 4.2. Ensure customers, employer partners, apprentices, and parents of those apprentices under the age of 18, know what to do when they want to make a compliment.
- 4.3. Put procedures in place so that complaints and appeals are dealt with in a timely and thorough manner.



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- 4.4. Put procedures in place to enable us to share compliments with relevant staff and interested parties.
  - 4.5. Ensure that provision is in place to differentiate between low level and more serious complaints.
  - 4.6. Ensure that we maintain confidentiality in line with our Safeguarding and Data Protection policies.
  - 4.7. Put into place specific timescales to respond to complaints.
  - 4.8. Develop staff and inform customers, employer partners, apprentices, and parents of those apprentices under the age of 18 with regards to the procedure.
  - 4.9. Make clear within the procedure the provision to appeal.
  - 4.10. Monitor the quality of management of complaints.
  - 4.11. Analyse and review complaints on a regular basis to support the continuous improvement of our service.
  - 4.12. Set up procedures where complaints and compliments will be regularly reported on to the senior team.
5. Compliments
- 5.1. Should you wish to compliment GTG on the experience you received, you can do so by following the options below.
    - 5.1.1. At the end of any commercial course, you will be asked to populate a course review or
    - 5.1.2. email GTG at [quality@gtg.co.uk](mailto:quality@gtg.co.uk) or
    - 5.1.3. Write to us at; Head of Quality, Compliments, GTG, 1330 South Street, Glasgow G14 0BJ
6. Complaints and appeals process
- 6.1. GTG is completely committed to ensuring our customer feedback counts. We are committed to ensuring the service we offer is the best it can be.
  - 6.2. In all instances of complaints and appeals against complaint, the under-mentioned process must be followed.



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Stage 1	<p><b>Complaint</b></p> <p>In the first instance please advise your GTG 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. GTG will attempt to address your complaint / feedback immediately; however, we commit to ensuring action is taken within 20 working days.</p> <ul style="list-style-type: none"> <li>• <i>E-mail: Quality@gtg.co.uk or</i></li> <li>• <i>Write to us at; Head of Quality, Complaints &amp; Appeals, GTG, 1330 South Street, Glasgow G14 0BJ</i></li> </ul> <p>GTG ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully.</p> <ul style="list-style-type: none"> <li>• The relevant lead quality assurer or functional manager will investigate your complaint and respond to you within 5 working days to acknowledge receipt.</li> <li>• The relevant lead quality assurer or functional manager will investigate your complaint and respond to you with an outcome within 20 working days of your complaint date.</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>• 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>• Once received we will review the complaint 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> </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><b>Appeal</b></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 Group Head of Quality through appeal.</p> <p>When appealing any proposed resolution, 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 directly investigate in full and respond to you within 10 working days.</p> <ul style="list-style-type: none"> <li>• The Head of Quality can be contacted using the following routes: <ul style="list-style-type: none"> <li>▪ <i>E-mail: Quality@gtg.co.uk</i></li> <li>▪ <i>Write to: Group Head of Quality, Complaints &amp; Appeals, GTG, 1330 South Street, Glasgow G14 0BJ</i></li> </ul> </li> </ul> <p>This will be the final route of escalation through GTG.</p>
Stage 4	<p>In the unlikely event that you remain unhappy after following GTG’s internal complaints and appeals procedure, and your complaint refers to services you have received relating to a regulated course, you have the right to contact any relevant external bodies.</p> <ul style="list-style-type: none"> <li>• England: <ul style="list-style-type: none"> <li>▪ <i>To contact the Education Skills Funding Agency (ESFA) Apprenticeship Helpline 0800 0150400 or email nationalhelpdesk@apprenticeships.gov.uk</i></li> <li>▪ <i>To contact your Awarding Organisation; Please source contact details from your GTG representative or at quality@gtg.co.uk</i></li> </ul> </li> <li>• Scotland <ul style="list-style-type: none"> <li>▪ <i>To contact Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk</i></li> <li>▪ <i>To contact your Awarding Organisation; Please source contact details from your GTG representative or at quality@gtg.co.uk</i></li> </ul> </li> </ul>



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## 7. Access to fair Assessment Appeals process

- 7.1. GTG will provide every learner a fair hearing in the event of any dispute relating to access to fair assessment and assessment decisions. The following sets out the appeals procedure and covers the process for raising appeals against an assessment and or any assessment decision that has been made.
- 7.2. In all instances of an appeal against an assessment decision within GTG the under-mentioned process must be followed:

<b>Stage 1</b>	<p><b>Fair assessment</b></p> <p>In the first instance please advise your GTG 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>
<b>Stage 2</b>	<p><b>Appeal</b></p> <p>Please contact us via any of the routes identified below. GTG will attempt to address your appeal immediately; however, we commit to ensuring action is taken within 20 working days.</p> <ul style="list-style-type: none"> <li>• <i>E-mail: Quality@gtg.co.uk or</i></li> <li>• <i>Write to us at; Head of Quality, Fair assessment appeal, GTG, 1330 South Street, Glasgow G14 0BJ</i></li> </ul> <p>GTG ask that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully.</p> <ul style="list-style-type: none"> <li>• The relevant lead quality assurer or functional manager will investigate your appeal and respond to you within 5 working days to acknowledge receipt.</li> <li>• The relevant lead quality assurer or functional manager will investigate your appeal and respond to you with an outcome within 20 working days of your appeal date.</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>• Record your appeal within in our appeals management system and you will be sent an acknowledgement with a unique incident number for your future reference.</li> <li>• Once received we will review the appeal to initiate the appropriate investigation.</li> <li>• We will then start to investigate your appeal. 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 appeal will be escalated to the relevant lead quality assurer and functional Manager as appropriate.</li> </ul> </li> <li>• We will keep you informed of what steps have been taken with regard to investigation and resolution of your appeal.</li> <li>• We will send you a detailed reply to your appeal addressing the issues raised and proposed resolution.</li> </ul>
<b>Stage 3</b>	<p>In the unlikely event that you remain unhappy after your appeal has been investigated and a decision reached, you then have the opportunity to escalate your appeal to the Group Head of Quality.</p> <p>When appealing any proposed resolution, 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 directly investigate in full and respond to you within 10 working days.</p> <ul style="list-style-type: none"> <li>• The Head of Quality can be contacted using the following routes:             <ul style="list-style-type: none"> <li>▪ <i>E-mail: Quality@gtg.co.uk</i></li> <li>▪ <i>Write to: Group Head of Quality, Complaints &amp; Appeals, GTG, 1330 South Street, Glasgow G14 0BJ</i></li> </ul> </li> </ul> <p>This will be the final route of escalation through GTG.</p>
<b>Stage 4</b>	<p>In the unlikely event that you remain unhappy after following GTG's internal appeals procedure, and your appeal refers to services you have received relating to a regulated course, you have the right to contact any relevant external bodies.</p> <ul style="list-style-type: none"> <li>• <b>England:</b> <ul style="list-style-type: none"> <li>▪ <i>To contact the Education Skills Funding Agency (ESFA) Apprenticeship Helpline 0800 0150400 or email nationalhelpdesk@apprenticeships.gov.uk</i></li> <li>▪ <i>To contact your Awarding Organisation; Please source contact details from your GTG representative or at quality@gtg.co.uk</i></li> </ul> </li> <li>• <b>Scotland</b> <ul style="list-style-type: none"> <li>▪ <i>To contact Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsa.org.uk</i></li> <li>▪ <i>To contact your Awarding Organisation; Please source contact details from your GTG representative or at quality@gtg.co.uk</i></li> </ul> </li> </ul>



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## 8. Version control

Document revision				
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
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