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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 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.

- 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 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. 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.

- 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
  - 5.1.2. You can leave a Trustpilot review, or
  - 5.1.3. You can leave feedback with the funding body operating your apprenticeship i.e., Skills Development Scotland or the Department of Education, or
  - 5.1.4. email [quality@gtg.co.uk](mailto:quality@gtg.co.uk), or
  - 5.1.5. Write to us at; Group Head of Quality, GTG Training Ltd, 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. It is important for complainants to be given full and clear information about the types of independent external review available, to ensure that they can progress their complaint to the organisation best placed to intermedate. The following make clear the purpose of certain bodies, when appealing a GTG outcome;
  - 6.2.1. The SPSO considers complaints about the quality of service and maladministration, which may include issues surrounding course delivery (for example, poor quality of photocopying on course materials, or failure to properly communicate changes to class times and locations). The SPSO may also look at the way we have handled complaints raised by a student (for example, concerns about plagiarism or abusive communication from other students), or the way we have handled a complaint. There are some subject areas that are out with the SPSO's jurisdiction. Importantly, the SPSO are not able to look at academic judgment, and they do not have the power to revise course awards. It is the SPSO's role to determine whether an individual complaint is one that they can consider (and to what extent), and all investigation

responses must signpost to the SPSO, as well as to Qualifications Scotland (or other appropriate external body) where relevant.

**6.2.2.** The Awarding Body is responsible for safeguarding quality in the assessment and certification of the qualifications that it awards through colleges and other approved centres. The Awarding Body stipulates how further education centres must operate and fulfil their functions in terms of qualifications, assessment and certification, via a set of standard terms. Examples of complaints that the Awarding Body may consider include situations where a candidate believes that there has been perceived unfairness in assessment arrangements, assessment feedback or re-assessment opportunities. If a student is dissatisfied with the response from the awarding body, they may complain to the qualification's regulator, Qualifications Scotland, to consider their complaint further.

**6.2.3.** Qualifications Scotland Accreditation accredits a wide range of qualifications and regulates those awarding bodies that submit qualifications for accreditation. Qualifications Scotland Accreditation may investigate complaints about the accredited qualification or the awarding body. Qualifications Scotland Accreditation may also investigate complaints of malpractice and/or maladministration in relation to the qualification delivery, assessment and certification (once these have been considered by the awarding body). In all cases, the complaint must first have been considered by GTG Training.

**6.3.** In all instances of complaints and appeals the GTG process must be followed. See the table undernoted of the GTG complaints and appeals process:

## **Policy Review**

This policy will be reviewed biennially, or sooner if required

Stage 1	<h2>Complaints</h2> <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; 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 can investigate fully.</p> <ul style="list-style-type: none"> <li>• The quality department will respond to you within 5 working days, to acknowledge receipt of your complaint.</li> <li>• The relevant lead quality assurer or functional manager will investigate your complaint and will issue to you an outcome within 20 working days, from the date of your complaint.</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>• Record your complaint within in our complaints management system.</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 request further information, or clarification.</li> <li>▪ The complaint will be escalated to the relevant Operational Manager, if necessary.</li> </ul> </li> <li>• We will send you an outcome letter, to respond to your complaint, addressing the issues raised and proposed resolution.</li> </ul>
Stage 3	<h2>Appeal route 1</h2> <p>If you are dissatisfied with the decision reached as an outcome of the investigation to your complaint, you can escalate this to the Group Head of Quality. <b>This will be the final route of escalation through GTG.</b></p> <p>When appealing an outcome, please include any further details, or evidence, for consideration and state clearly why you are unsatisfied with the outcome decision. The Group Head of Quality will investigate and respond to you within 10 working days.</p> <ul style="list-style-type: none"> <li>• The Group Head of Quality can be contacted at: <ul style="list-style-type: none"> <li>▪ <i>quality@gtg.co.uk</i></li> <li>▪ <i>By post to: Group Head of Quality, GTG Training Ltd, 1330 South Street, Glasgow G14 0BJ</i></li> </ul> </li> </ul>
Stage 4	<h2>Final stage of Appeal</h2> <p>If you are dissatisfied following GTG’s appeals procedure, and your complaint refers to services you have received relating to regulated services, you have the right to contact the relevant Regulator, or the appropriate external body.</p> <ul style="list-style-type: none"> <li>▪ <i>To contact the Education Skills Funding Agency (ESFA) Apprenticeship Helpline 08000 150 600 or email helpdesk@manage-apprenticeships.service.gov.uk</i></li> <li>▪ <i>Contact SQA Accreditations at; accreditation@sqa.org.uk, or in writing to, SQA Accreditation, Scottish Qualifications Authority, The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ</i></li> <li>▪ <i>To contact other relevant Regulators please source contact details from: quality@gtg.co.uk</i></li> <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 other relevant Regulators please source contact details from: quality@gtg.co.uk</i></li> </ul> <p>If you have exhausted the GTG internal appeals procedure and you are still not satisfied, you can take your complaint to Qualifications Scotland Awarding body <b>ONLY</b> if you are taking a regulated qualification e.g. an SVQ</p> <p>If you have gone through all the previous stages and are still not satisfied, you can take your complaint to Qualifications Scotland Accreditation <b>ONLY</b> if you are taking a regulated qualification e.g. SVQ</p>

## 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 any assessment decision that has been made.

Stage 1	<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 GTG representative, please move on to stage 2.</p>
Stage 2	<p><b>Appeal route 1</b></p> <p>Please contact us using any of the routes identified below. GTG will endeavour to address your appeal immediately; however, we commit to ensuring action is taken within 10 working days.</p> <ul style="list-style-type: none"> <li>• <i>Quality@gtg.co.uk or</i></li> <li>• <i>Write to us at; Fair assessment appeal, GTG Training Ltd, 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 can investigate fully.</p> <ul style="list-style-type: none"> <li>• The quality department will respond to you within 5 working days, to acknowledge receipt of your appeal.</li> <li>• The relevant lead quality assurer or functional manager will investigate your complaint and will issue an outcome within 10 working days, from the date of your appeal.</li> </ul> <p>We will:</p> <ul style="list-style-type: none"> <li>• Record your appeal within in our appeals management system.</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 Operational Manager, if necessary.</li> </ul> </li> <li>• We will send you an outcome letter, addressing the issues raised and proposed resolution of your appeal.</li> </ul>
Stage 3	<p><b>Appeal route 2</b></p> <p>If you are dissatisfied with the decision reached as an outcome of the investigation of your appeal, you can escalate your appeal to the Group Head of Quality. <b>This will be the final route of escalation through GTG.</b></p> <p>When appealing any proposed resolution, please include any further items for consideration and state clearly why you are unsatisfied with the outcome decision. The Group Head of Quality will investigate and respond to you within 5 working days.</p> <ul style="list-style-type: none"> <li>• The Group Head of Quality can be contacted at: <ul style="list-style-type: none"> <li>▪ <i>quality@gtg.co.uk</i></li> <li>▪ <i>By post to: Group Head of Quality, GTG Training Ltd, 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><b>Final stage of Appeal</b></p> <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; as highlighted in section 6 above.</p> <ul style="list-style-type: none"> <li>▪ <i>To contact the Education Skills Funding Agency (ESFA) Apprenticeship Helpline 08000 150 600 or email helpdesk@manage-apprenticeships.service.gov.uk</i></li> <li>▪ <i>Contact SQA Accreditations at; accreditation@sqa.org.uk, or in writing to, SQA Accreditation, Qualifications Scotland, The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ</i></li> <li>▪ <i>To contact other relevant Regulators please source contact details from: quality@gtg.co.uk</i></li> <li>▪ <i>To contact Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsa.org.uk</i></li> </ul> <p>If you have exhausted the GTG internal assessment appeals procedure and you are still not satisfied, you can take your complaint to Qualifications Scotland Awarding body <b>ONLY</b> if you are taking a regulated qualification e.g. an SVQ</p> <p>If you have gone through all the previous stages and are still not satisfied, you can take your complaint to Qualifications Scotland Accreditation <b>ONLY</b> if you are taking a regulated qualification e.g. SVQ</p> <ul style="list-style-type: none"> <li>▪ <i>For regulated courses contact SQA Accreditations at; accreditation@sqa.org.uk, or in writing to, Qualifications Scotland Accreditation, Qualifications Scotland, The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ</i></li> <li>▪ <i>To contact other relevant Regulators please source contact details from: quality@gtg.co.uk</i></li> </ul>

## 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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