The GTA Complaints and Dispute Resolution Policy

This policy applies to all members of GTA (including staff, learners, employers and sub-contractors)

Document Ref	CP8.1
Version	2.2
Reviewed Date	10/11/2020
Next Review Date	09/11/2021

Contents Page

Introduction	Page 3
Policy Purpose	Page 3
Scope	Page 3
Objectives	Page 3
Complaints and Dispute Resolution Procedure (Apprentice/Employee/Sub-Contractor)	Page 4
Escalation of Complaints	Page 7

Introduction

The Doncaster, Rotherham & District Motor Trades GTA Ltd (GTA) is committed to providing high quality education and services to all its learners and customers as per the company customer charter. We aim to be responsive to concerns when they are raised.

Employers, apprentices and customers are all important stakeholders in enabling the GTA to provide high quality training and assessment services. We welcome their feedback and cooperation to resolve issues for the benefit of the parties involved.

Policy Purpose

GTA is a provider of apprenticeships and training services and is linked to numerous awarding bodies, local authorities and sector skills councils. The GTA would seek to resolve any complaints and/or disputes that may arise from an employer, apprentice or privately funded course member in an appropriate and timely manner for the benefit of all concerned.

For apprenticeships, The Education and Skills Funding Agency (ESFA) require that all Training Providers provide employers and learners with a written complaints and dispute resolution policy and process. This policy addresses that requirement by setting out the framework for complaints and dispute resolution.

Action taken as a result of complaints will help the GTA to improve the quality of training and education.

Scope

This process can be used for all complaints and disputes that employers, apprentices, privately funded learners wish to raise with the GTA in relation to services provided.

Objectives

Objectives of this policy are:

- to resolve concerns at the earliest opportunity
- to ensure that the decision-making processes for complaints and disputes are fair and transparent to the complainant
- to give all parties a clear procedure for escalating concerns that cannot be resolved at the level where they arise
- use sustained complaints or disputes to improve the services offer by the GTA
- resolve the Dispute within 30 days of service of the Dispute Notice after being referred to the Chief Executive Officer (CEO)

Complaints and dispute resolution procedure

Apprenticeships

Apprentice

Where the Apprentice has an issue, dispute or complaint relating to the provision of the delivery of services undertaken by the GTA, the Apprentice shall make the matter known to the GTA in writing by email for the attention of the Chief Executive Officer at:

Email: admin@doncastergta.co.uk
Telephone: 01302 832831

The CEO will investigate the matter in accordance with this policy

If the complaint or dispute continues for a period of five working days or more, any party may formally refer the complaint or dispute in writing to Annette Scott (Company Director) who is the nominated contact to act on the behalf of the GTA.

The referral notice should include:

- the name and job title of the nominated contact to whom the referral is being made (Annette Scott)
- sufficient details of the nature of the dispute and/or complaint
- copies of any supporting documents
- details of what steps have already been taken to resolve the dispute or complaint
- what outcome(s) the referrer would like to address the complaint or resolve the dispute
- whether there are any special circumstances which need to be taken into account, including any reasonable adjustments which any party wishes to make to the complaints-handling process to ensure it is accessible and fair to those involved.

The GTA nominated contact will contact all the relevant parties to discuss the complaint dispute within five working days of the date of referral being made.

Escalation of Complaints or Dispute

If the Apprentice is dissatisfied with the processing of, or response received, in relation to any complaint submitted undertaken by the main provider the Apprentice/Apprentice Employer has the right to escalate the complaint to the Education and Skills Funding Agency (ESFA). Any complaint, concerns or enquiries regarding the apprenticeship may be escalated to the ESFA via the apprenticeship helpline on 0800 015 0400 or 0247 682 6482, or by email at nationalhelpdesk@apprenticeship.gov.uk.

Employers

Where the employer has an issue, dispute or complaint relating to the provision of the delivery of services undertaken by the GTA, the employer shall make the matter known to the GTA in writing by email for the attention of the Chief Executive Officer at:

Email: admin@doncastergta.co.uk
Telephone: 01302 832831

The CEO will investigate the matter in accordance with this policy

If the complaint or dispute continues for a period of five working days or more, any party may formally refer the complaint or dispute in writing to Annette Scott (Company Director) who is the nominated contact to act on the behalf of the GTA.

The referral notice should include:

- the name and job title of the nominated contact to whom the referral is being made (Annette Scott)
- sufficient details of the nature of the dispute and/or complaint
- copies of any supporting documents
- details of what steps have already been taken to resolve the dispute or complaint
- what outcome(s) the referrer would like to address the complaint or resolve the dispute
- whether there are any special circumstances which need to be taken into account, including any reasonable adjustments which any party wishes to make to the complaints-handling process to ensure it is accessible and fair to those involved.

The GTA nominated contact will contact all the relevant parties to discuss the complaint dispute within five working days of the date of referral being made.

Escalation of Complaints or Dispute

If the employer is dissatisfied with the processing of, or response received, in relation to any complaint submitted undertaken by the main provider the Employer has the right to escalate the complaint to the Education and Skills Funding Agency (ESFA). Any complaint, concerns or enquiries regarding the apprenticeship may be escalated to the ESFA via the apprenticeship helpline on 0800 015 0400 or 0247 682 6482, or by email at nationalhelpdesk@apprenticeship.gov.uk.

End Point Assessment Providers

The Employer acknowledges that the GTA does not exercise any direct control over the End Point Assessment Provider. If the Employer has a complaint about an End Point Assessment Provider they should contact the GTA in the first instance to discuss the complaint by contacting the GTA administration on: admin@doncastergt.co.uk or 01302 832831

Escalation of Complaints or Dispute

In the event that the Employer has not been able to resolve a complaint with an End Point Assessment Provider in accordance with the above, the Employer may choose to escalate the complaint or dispute using the section 'Escalation of Complaints' above.

Where the parties cannot reach a satisfactory resolution within thirty working days after commencing discussions, either party may refer the matter to mediation in accordance with the model procedure of the Centre for Dispute Resolution, London ("CEDR"), such mediation to be completed within thirty working days of signature of the CEDR Mediation Agreement.

Sub-contractors

Where the Apprentice or Employer has an issue, dispute or complaint relating to the provision of the delivery of services undertaken by the sub-contractor, the Apprentice or Employer shall make the matter known to the GTA in writing by email for the attention of the Chief Executive Officer at:

Email: admin@doncastergta.co.uk
Telephone: 01302 832831

The CEO will investigate the matter in accordance with this policy

If the complaint or dispute continues for a period of five working days or more, any party may formally refer the complaint or dispute in writing to Annette Scott (Company Director) who is the nominated contact to act on the behalf of the GTA.

The referral notice should include:

- the name and job title of the nominated contact to whom the referral is being made (Annette Scott)
- sufficient details of the nature of the dispute and/or complaint
- copies of any supporting documents
- details of what steps have already been taken to resolve the dispute or complaint
- what outcome(s) the referrer would like to address the complaint or resolve the dispute
- whether there are any special circumstances which need to be taken into account, including any reasonable adjustments which any party wishes to make to the complaints-handling process to ensure it is accessible and fair to those involved.

The GTA nominated contact will contact all the relevant parties to discuss the complaint dispute within five working days of the date of referral been made.

Escalation of Complaints or Dispute

If the Apprenticeships or Employer is dissatisfied with the processing of, or response received, in relation to any complaint submitted undertaken by the main provider the Apprenticeships or Employer has the right to escalate the complaint to the Education and Skills Funding Agency (ESFA). Any complaint, concerns or enquiries regarding the apprenticeship may be escalated to the ESFA via the apprenticeship helpline on 0800 015 0400 or 0247 682 6482, or by email at nationalhelpdesk@apprenticeship.gov.uk.

Privately Funded Courses

Where the course delegate or employer has an issue or dispute relating to the provision of the delivery of services undertaken by the Main Provider, the course delegate/employer shall make the matter known to the GTA in writing by email for the attention of the Chief Executive Officer at:

Email: admin@doncastergta.co.uk
Telephone: 01302 832831

The CEO will investigate the matter in accordance with this policy