

COMPLAINTS PROCEDURE (GDPR Compliant)

Policy last reviewed: August 2022

Review Date: August 2023

A complaint is an expression of dissatisfaction concerning NLTG Ltd.

NLTG Ltd take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer (e.g. a learner, apprentice, employer, parent) who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to the course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact NLTG Quality Manager via one of the following methods:

Phone: 01254 397119

or Post: Bradshawgate House, 1 Oak Street, Accrington BB5 1EQ

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

NLTG Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Quality Manager will investigate your complaint and respond to you within 10 working days except in exceptional circumstances.

If your complaint relates to financial matters concerning Apprenticeships see our Financial Complaints and Disputes Resolution Policy (NL0506).

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our NLTG Operations Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The NLTG Operations Director will investigate in full and respond to you within 10 working days except in exceptional circumstances.

The Operations Director can be contacted via:

Phone: 01254 397119

Email: (info@nltg.co.uk)

or Post: Bradshawgate House, 1 Oak Street, Accrington BB5 1EQ

This will be the final route of escalation within our company.

If this relates to the services you have received relating to your course and achieving your qualification then please contact the relevant Awarding Organisation directly. Should you address your complaint to your Awarding organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of NLTG Ltd or the Awarding organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

In the event of a complaint relating to NLTG as a training provider not being resolved to the satisfaction of the complainant they should be directed to :-

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

If you have any queries about the contents of this policy, please contact the Quality Assurance Co-ordinator directly on 01254 397119 or email chris.garnett@nltg.co.uk

Data protection

NLTG processes personal data collected from the complaints procedure in accordance with its data protection policy. In particular, data collected as part the complaints procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the complaints or conducting the working instruction. Inappropriate access or disclosure of data constitutes a data breach and should be reported in accordance with NLTG's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the company's disciplinary procedure.



GARETH LINDSAY
Managing Director