

FINANCIAL COMPLAINTS AND DISPUTES RESOLUTION POLICY (RELATED TO FINANCIAL MATTERS CONCERNING APPRENTICESHIPS – GDPR Compliant)

Policy last updated: August 2022

Review date: August 2023

A complaint is an expression of dissatisfaction concerning NLTG. This procedure relates to such complaints regarding dissatisfaction with **financial matters** in relation to Apprenticeship delivery.

Prior to making a complaint you should refer to:

- a) the ESFA Apprenticeship Funding and Performance Rules (i.e. the rules relevant to the particular time period the Apprentice was signed onto an Apprenticeship programme) as published on the publications page of the NLTG website (www.nltg.co.uk). These are the funding rules that all Training Providers and Colleges must adhere to in delivery of Apprenticeships.
- b) the signed Employer Apprenticeship Agreement (as agreed by Employer and NLTG) **and** the individual Apprenticeship Commitment Statement or Training Plan (as agreed by the Employer, NLTG and the Apprentice) prior to engagement with the Apprenticeship programme. The employer will have received a copy of both these documents shortly following the Apprentice starting on programme.

If you still feel you have cause for complaint (i.e. in instances whereby NLTG have not adhered to the before mentioned ESFA Funding Rules, the Employer Apprenticeship Agreement or the Apprentice Commitment Statement) the following arrangements should prevail:

Stage 1) In the initial instance raise this concern to NLTG Operations Director via email (info@nltg.co.uk) or post (NLTG, Bradshawgate House, 1 Oak St, Accrington, BB5 1EQ) detailing

- a full description of your complaint (including subject matter and dates/times if known/relevant).
- the nature of the complaint and with any supporting evidence to support the complaint

Such information enables NLTG to carry out a thorough investigation.

NLTG Operations Director will provide a formal response to your complaint within 10 working days (except in exceptional circumstances).

Stage 2) In the event you remain dissatisfied with this response, your complaint should be escalated to NLTG Managing Director via email (info@nltg.co.uk) or post (NLTG, Bradshawgate House, 1 Oak St, Accrington, BB5 1EQ).

Please detail the reasons why you feel the matter has not been satisfactorily resolved.

NLTG Managing Director will investigate further and notify you of the outcome of our investigation in writing within 10 working days from receipt of complaint in Stage 2 (except in exceptional circumstances).

Stage 3) In the extremely unlikely event that you remain dissatisfied after stages 1 and 2 then you should raise your concern with the ESFA:-

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.