



## Complaints Policy August 2025-26

This policy deals with complaints that are separate to appeals against assessment decisions. Appeals against assessment decisions are covered under the separate appeals procedure.

NTG takes complaints seriously and will endeavour to investigate and come to a satisfactory resolution.

A complaint is any expression of dissatisfaction with any aspect of service delivery with NTG as a training provider.

### Our policy is:

- To make available a fair and transparent complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at NTG Training knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired where required
- To gather information which helps us to improve what we do

### Our procedure is:

- If you wish to make a complaint, you can do so in writing or verbally. If it is made verbally, this will be recorded and passed to the Quality Manager for investigation.





- Upon receipt of the complaint, the Quality Manager will contact the complainant to discuss the matter, and to explain the investigation that will be carried out.
- Acknowledgement of the complaint will be made within two working days; this can be a letter or telephone call made so the complainant is aware the complaint has been received.
- The Quality Manager will investigate the complaint. The objective will be to have a full report ready within 10 working days. If it will take longer, the complainant will be informed and kept fully updated.
- Once the investigation has been completed, the Quality Manager will contact the complainant in the manner they choose – this can be by telephone or in person. A formal written response will also be issued.
- Should the complainant not be satisfied with the proposed resolution of the complaint, then the complaint can be escalated to the Managing Director, who will review the complaint and investigation information and will respond within 5 working days of the escalation.
- Should the complainant be unhappy with the Managing Director's response, dependent on the nature of the complaint, this can be escalated to the ESFA. You will need to check that the ESFA can deal with the complaint, the process, including how to escalate, can be located at:  
[Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-education-and-skills-funding-agency)

All complaints are treated sensitively and with confidentiality. Only those involved in the investigation should be aware of it, and all records will be kept sealed. If the result of the investigation is disciplinary action against a member of staff, the complainant will be told that action is being taken, but that action will be kept confidential.

### **Complaints Contact details**

Lee Nolan (Quality Manager): [lee.nolan@ntgtraining.co.uk](mailto:lee.nolan@ntgtraining.co.uk)

Lee Morris (Managing Director): [Lee.morris@ntgtraining.co.uk](mailto:Lee.morris@ntgtraining.co.uk)

NTG Training Contact Number: 01244678100

### **ESFA Contact Details**

[Complaints procedure - Education and Skills Funding Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-education-and-skills-funding-agency)

