



Nottingham Trent
University

Apprenticeships Employer Complaint Procedure

Date implemented: October 2019
Review date: October 2024
Review cycle: annual
Owner: David Drury
Version: 4

1. Introduction

- 1.1.** Nottingham Trent University (NTU) is committed to providing high quality education and services to all its learners and client organisations. Employers of apprentices and the sub-contractors we work with to deliver the University's apprenticeship provision are important stakeholders. We value your views and will be responsive to concerns when they are raised. The purpose of this Procedure is to create a supportive environment for stakeholders to raise and manage complaints in a way which is sensitive to the needs of each specific case and to the benefit of the apprentices.
- 1.2.** Employers and sub-contractors are encouraged to raise any concerns with us immediately so that we can discuss them with you at an early stage and prevent matters from becoming more complex. We aim to deal with complaints in a timely and consistent way to ensure that you or any apprentices are not disadvantaged.

2. Purpose

- 2.1.** NTU is responsible for resolving issues and disputes with employers (and other providers where relevant, including sub-contractors) who work with us to deliver apprenticeships.
- 2.2.** This policy addresses the requirements upon NTU by the Education and Skills Funding Agency (ESFA) and sets out a framework for addressing and resolving complaints.
- 2.3.** All concerns and complaints will be monitored to ensure that they are dealt with promptly and efficiently and any action may be used to help us improve our apprenticeship provision.
- 2.4.** Complaints by apprentices are outside this Procedure and should be raised under the Student Complaints Procedure which is available in the [Student Handbook](#).
- 2.5.** NTU will be unable to investigate any complaints or concerns which are made anonymously.

3. Complaints Procedure

- 3.1.** Prior to submitting a formal complaint, it is recommended that the employer raise any concerns with NTU informally. This provides the opportunity for NTU and the employer to discuss the concerns in good faith in an attempt to bring about an early resolution. The employer should, in the first instance, make contact with the Apprenticeships team (apprenticeships@ntu.ac.uk) who will arrange to discuss the issues of concern directly with the employer on an informal basis or, if more appropriate, will request that the Dean of School (through which the delivery of the apprenticeship takes place) discuss the issues of concern directly with the employer on an informal basis.

3.2. Stage I

3.2.1. Should the employer be dissatisfied following informal discussions with the Apprenticeships team or the School or feel that their concerns have not been adequately resolved, the employer may refer their concerns, in writing, to David Drury, Degree Apprenticeships Manager:

Email: david.drury@ntu.ac.uk

Telephone: 0115 84 82589

3.2.2. The written complaint should include

- details of the nature of the concerns/dispute or complaint.
- copies of supporting documentation (if any).
- details of any discussions undertaken with the school and the reasons why the complaint has not been adequately resolved; and
- any further information (such as any circumstances that NTU need to be aware of)

3.2.3. David Drury, Degree Apprenticeships Manager, and the employer shall discuss the dispute/concerns within 5 (five) working days of receipt of the written complaint in an attempt to resolve the issues raised or agree further steps required to enable the parties to come to an agreed a solution

3.2.4. Confirmation of the outcome of the complaint (including any action points), shall be provided to the employer (or sub-contractor) in writing

3.3. Stage II

3.3.1. Where the parties are unable to agree a satisfactory resolution, or the employer (sub-contractor) is not satisfied with the resolution offered by NTU at Stage I above, the complaint may be escalated to the Head of Flexible & Work Integrated Learning, who shall seek to resolve the complaint with the employer within 10 working days.

3.3.2. Should the employer (sub-contractor) wish to escalate their complaint it should be put in writing to samuel.tanner@ntu.ac.uk

3.3.3. The Head of Flexible & Work Integrated Learning shall confirm the outcome of the complaint in writing to the employer (or sub-contractor).

3.4. Where the parties (NTU and employer) are unable to reach a satisfactory resolution following all the steps within this Procedure, either party may refer the matter to mediation in accordance with the model procedure of the Centre for Dispute Resolution, London ("CEDR").

3.5. Should NTU be made aware of concerns raised between an employer and a sub-contractor, NTU's role shall be to offer assistance (and adjudicate where necessary) to the parties to help them to resolve their concerns with the aim of bringing about a satisfactory resolution to all parties in line with this Procedure.

This Procedure is subject to an annual review by the Apprenticeships Team at NTU to ensure it continues to meet the requirements of the Education and Skills Funding Agency.

The owner of this Procedure is David Drury, Degree Apprenticeships Manager.