

Appeals and Complaints

Employer Complaints

If you, as the employer have a problem or issue regarding any aspect of the University's role in the apprenticeship you should follow the process below. Please note there is a separate process for student complaints and appeals and you may need to establish which is the most appropriate route for your particular issue.

Informal Issue Resolution

In the first instance, Employers should contact the Educational Partnership Team at rg.da.academic.support@northumbria.ac.uk with queries or concerns regarding the apprenticeship programme, Apprentice progress, funding or any other aspect of the partnership. The team aim to provide an initial response within 2 working days. If the issue cannot be resolved informally, the contractual dispute resolution process will be invoked.

Dispute Resolution

In the event of a dispute arising between the parties in relation to this agreement, either party may serve written notice on the other stating the nature of the dispute (a Dispute Notice). See clause 7 of the full Training Service Agreement for details and procedure.

In addition to the process set out in clause 7 Apprentices and Employers can contact the apprenticeship helpline regarding apprenticeship concerns, complaints and enquiries:

ESFA Apprenticeship Service Support

Email: helpdesk@manage-apprenticeships.service.gov.uk Tel: 08000 150 600

Student Complaints and Appeals

The University has set procedures for the Apprentice to appeal against decisions made by the University so consideration occurs and decisions are made in a systematic and transparent manner. These procedures apply to those elements of the Degree Apprenticeship that the University is responsible for.

In all cases, it is best to first raise any concerns the student may have directly with the person most directly involved with those circumstances. If the student remains dissatisfied he/she may raise your concerns formally (please refer to the relevant section of the ['Handbook of Student Regulations'](#) for further details).

Hopefully students will not need to use these procedures but, should they need to do so, they will find their concerns are listened to and considered in a fair manner.

The University 'Student Appeals and Complaints Ombudsman' is responsible for the operation of the University's student appeals and complaints processes and also investigates appeals on behalf of the Vice-Chancellor. Students having any questions about these procedures should contact 'Student Appeals and Complaints Ombudsman' by email. Alternatively, students may wish to contact the Students' Union Education Caseworker. The 'Student Appeals and Complaints Ombudsman' works closely with them to ensure proper, transparent, access to the University's appeals and complaints processes.

The Office of the Independent Adjudicator (the OIA) is the ultimate body to whom students in English and Welsh universities may take their cases. It is completely independent of the

universities. Students may only take their case to the OIA once all internal university processes have been completed and they have received a 'Completion of Procedures Letter'. Further information may be obtained from the University Student Appeals and Complaints Ombudsman or the [OIA website](#).