

RTITB Driver CPC Complaints & Appeals Procedure

RTITB operates a Quality Management System that meets with the requirements of ISO9001:2015.

Complaints

Complaints/concerns regarding services provided by RTITB or RTITB Driver CPC Consortium members should be submitted, in writing or email, to RTITB at:

FAO Quality Assurance Team
RTITB
Access House
Halesfield 17
Telford
TF7 4PW
Email: qa@rtitb.com

The letter/email should outline the nature and details of the complaint/concern including, where appropriate, dates of training, the name of the RTITB Driver CPC Consortium member, course title, training venue and instructor(s) names. RTITB will process all non-frivolous complaints/concerns as described by its Change Management and Improvement Procedure, a copy of which can be obtained upon written request. The purpose of this procedure is to ensure that all problems and complaints are dealt with effectively and that appropriate corrective and preventative action is taken.

Appeals

Should an RTITB Driver CPC Consortium member/potential member/instructor wish to appeal an RTITB decision to;

- Decline an initial application for RTITB Driver CPC Consortium membership
- Decline to renew annual RTITB Driver CPC Consortium membership
- Suspend or remove RTITB Driver CPC Consortium membership
- Refuse to upload training information to DVSA
- Suspend an instructor's registration
- Remove an instructor's registration
- Decline to register an instructor

Stage 1

Within 15 working days of a disputed RTITB decision, the appellant should submit in writing/email to RTITB under a heading of Corporate Confidentiality at the address below, including the grounds/rationale for appeal, copies of all relevant correspondence, any supporting information.

The Quality Assurance Team at RTITB will, within 15 working days of a rational, non-frivolous appeal, chair a review of the appellants submission together with at least two senior managers of RTITB who have not been directly involved in the disputed decision. A majority decision to uphold or decline the appeal will take place.

Stage 2

If the appellant remains dissatisfied they may request in writing/email under a heading of 'Corporate Confidentiality' within 15 working days of the review that the appeal is taken to the next and final stage. This correspondence should include the grounds for continued dissatisfaction, copies of all relevant correspondence, and any supporting information.

Within 15 working days of receipt, the Quality Assurance Team will forward all correspondence to the Chairman of the RTITB Governance Advisory Committee, who will do one or more of the following, depending on the nature and content of the appeal;

1. Uphold the decision of the 1st appeal
2. Correspond directly with the appellant on the matter in order to reach a resolution
3. Refer all correspondence to three representatives from the RTITB Governance Advisory Committee for their decision. A majority outcome will be reached.
4. Call a hearing of the appeals panel which will be chaired by the Governance Advisory Committee Chairman or a deputy duly appointed by him and attended by three representatives from the Governance Advisory Committee and an independent solicitor. The appellant will be invited to attend and make their representation and answer any questions from the panel.

The committee will reach a majority decision regarding the outcome of the appeal. The Governance Advisory Committee Chairman's decision on the action taken at this stage is final.

Address appeals to:

In Commercial Confidence, Quality Assurance Team, RTITB, Access House, Halesfield 17, Telford, Shropshire, TF7 4PW.
Email: qa@rtitb.com