



Gallagher Bassett is appointed by the Department for Education (DfE) to administer claims under the Risk Protection Arrangement (RPA).

As a valued Member of the RPA you are one of our customers and we will do everything we can to support you through the claims process.

We set out below how we will help you and what you can expect from us.

Our Objectives

We aim to:

- Support you through the claims process
- Validate, investigate and settle claims in a way that is equitable to you
- Settle or adjust claims fairly in accordance with the RPA membership rules
- Be transparent in our dealings with you
- Keep you informed about what is happening with your claim
- Set clear standards and expectations
- Communicate clearly, effectively and in plain English
- Provide an efficient and professional service to our customers
- Ensure you receive prompt, courteous and helpful attention from appropriately trained staff

Our responsibilities to you

At all times we aim to:

- Treat you fairly, with respect and courtesy
- Maintain your reputation
- Tell you what you need to do and what information and evidence we may require in order to deal with your claim
- Provide progress updates upon your request as necessary
- Ensure you are paid quickly for compensation to which you are entitled under the RPA
- Provide for suitable, experienced and sufficient staff to administer the claims handling
- Ensure that the performance and quality of our service is maintained to a sufficient standard
- Ensure that, in delivering our service to you, we avoid unnecessary business disruption and administrative burden
- Ensure that our written communications are clear, courteous, helpful and timely
- Respond to any requests that you have about individual claims or the process generally
- Respect your privacy and the confidentiality of any information that you provide to us
- Maintain an objective customer feedback process and respond to your feedback to ensure continual improvement of our service

Customer Care Charter



0113 246 2040



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UK.RPA@gbtpa.com



Customer Care
Charter

How you can help us

You can help us by:

- Informing us immediately about serious incidents
- Quoting your URN when you contact us
- Providing full and accurate information as promptly as possible
- Providing us with details of changes to your contact information
- Complying with the RPA membership rules
- Allowing us an opportunity to respond to any request or complaint; and
- Letting us know if you require any reasonable adjustments e.g. documents in larger print

How we will communicate

The claims will be handled by our experienced claims adjusters. They will be fully accessible to you and are there to help you throughout the claims process.

Each claim is allocated to an individual adjuster and you will be provided with their details once the claim is set up.

You can notify claims in the way that best suits you, by the dedicated online portal, by email, telephone, in writing or by fax.

We have provided a dedicated portal for you to be able to notify claims to us online quickly and easily. The portal is easy to navigate and is compatible with mobile devices.

We provide cover within ordinary office hours which are 09:00-17:00 Monday to Friday.

We provide a dedicated RPA email address: UK.RPA@gbtpa.com. The email box will be monitored within ordinary office hours.

You can call us on **0113 246 2040**.

Our fax number is **0113 246 2051**.

For the benefit of all Members it is important for us to validate who may be calling us. We may therefore ask some questions to ensure that a caller is bona fide.

You can write to us at:

Gallagher Bassett
Wentworth House
Turnberry Park Road
Gildersome
Leeds LS27 7LE

We will acknowledge, by phone or in writing, all written Member enquiries within 2 working days.

What happens when I submit a claim

We will set up new claims on our system within 2 working days of receipt and you will receive an acknowledgement within 3 working days of receipt.

We will provide you with a reference number and the details of your claims adjuster.

We will explain what we require from you and how we intend to investigate the claim.

At any point during the claims process, if you require clarification on any point, guidance or information then please do not hesitate to contact us. We will be happy to assist.

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Emergencies

You will always have professionals on hand to deal with emergencies, such as a serious fire.

If such an event occurs then please dial our main contact number below, the facility provides for 24/7/365 coverage.

The number is **0113 246 2040**.

If a loss adjuster is required to attend site at any time of day or night then this can be arranged immediately. In most cases the loss adjuster will be on site within 2 hours.

We will ensure that you receive the support that you need; whenever you need it.

Urgent Incidents

Where serious incidents occur, we must act quickly to ensure that we can protect your reputation, help you resume operations or simply to provide for the best early understanding of the claim.

Please contact us immediately by telephone if you become aware of an urgent incident.

Examples of 'urgent incidents' would include:

Significant damage /or loss of property where operations are significantly affected

Major injuries

Serious assaults

Fatality

Allegations or knowledge of abuse

Pollution incidents

Media involvement

If you are in doubt whether something is serious

Confidentiality

We will respect the confidentiality of the information that you send us.

We will take all precautions to prevent unauthorised access to that information. We have processes and systems in place that ensure data is kept secure at all times.

Data will be handled securely and in line with the requirements of the Data Protection Act.

What happens when the claim is settled

We work within a delegated authority from the RPA Administrator (DfE). This means that we are authorised to settle claims on their behalf subject to meeting various criteria.

This is a normal type of arrangement for claims management through a third party administrator. We are accountable to the RPA Administrator for the validity and accuracy of our settlements.

Where we intend to make a payment to someone who is claiming against you, we will do so within our delegated authority. We will of course carefully validate every such claim before releasing payment.

When we settle a claim we will advise you that the matter is finalised.

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Customer feedback

We welcome customer feedback to continuously improve our service. We have provided for a customer service questionnaire which will be sent to you when we have settled your claim. The feedback will be used to drive enhancements across our business and improve the service we deliver to the RPA Members.

What happens if things go wrong

We aim to provide a service that you will be delighted with, however sometimes things can go wrong. If it does, then we will do our utmost to explain what has happened and to put it right.

If you are dissatisfied in any way with our service then please do not hesitate to contact us. We find that most things can be resolved informally and quickly.

However, if you want to make a formal complaint, then please put this into writing to us.

Gallagher Bassett
Wentworth House
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Gildersome
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The complaints process and the timescales in which we will respond can be found in the RPA membership rules.

We treat all complaints seriously and value feedback so that we can continue to improve our service offering.

If you have any questions or comments on this procedure, or need more information, please contact us on the following number
0113 246 2040.

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