

# Complaint/Grievance Policy

## Grievance and Complaint Procedures

### What this policy covers

A grievance is any concern, problem or complaint that you have in relation to your training or relationship with Changes Training.

Where possible, you should try to settle any grievance informally with your Academy contact at the earliest opportunity. Where any grievance is unable to be resolved informally, this policy sets out the Company's Grievance Procedure.

### Your responsibilities

You have a responsibility to raise any grievances promptly and reasonably, and to assist the Company, if required, in any investigation of the matters raised in your grievance. You must follow the grievance procedure and attend all meetings arranged under it.

You may raise grievances either informally or formally. If you raise a grievance informally first, you may still raise the grievance formally subsequently if it is not resolved to your satisfaction.

The Company aims to deal with all grievances promptly and impartially, and to make all reasonable efforts to achieve a satisfactory outcome.

You have the right to appeal against a decision the Company makes in respect of a grievance raised by you. In these cases, the Company will make every effort for the grievance to be dealt with by a different senior manager to the person who dealt with the grievance initially.

The Company's decision at the appeal stage is final and there is no further right of appeal.

## Procedure

### Dealing with grievances informally

If you have any grievance, you should discuss this with your assessor/apprentices assessor in the first instance, who will then attempt to resolve the situation on an informal basis.

If you feel unable to approach your assessor directly, you should approach another member of the Delivery Team or a more senior member of the Company, who will discuss with you ways of dealing with the matter.

If attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under the following formal procedure.

### Your right to be accompanied at Grievance Meetings

At all formal stages of this procedure, you are entitled to be accompanied by a fellow worker or by a trade union official. If you are under 18, your parent or guardian will be allowed to accompany you.

Should you wish to be accompanied, you must notify the Company of the name and position of your chosen companion as soon as possible.

### Formal procedure

The Company will make all reasonable efforts to deal with formal grievances in a fair and consistent manner. While the Company will make every effort to settle any grievance within the time limits detailed in this procedure, this may not be possible on some occasions.

You must set out the nature of the grievance, and the full particulars of it, in writing. The written grievance should be submitted to the Head of Centre in the first instance, or to the person identified in your training agreement/employer commitment statement. If your grievance is against the Head of Centre, you should submit it to another manager or a more senior member of the Company.

### Attending the Grievance Meeting

You will be invited to a meeting to discuss the grievance, normally within five working days of the Company receiving your grievance. You must take all reasonable steps to attend this meeting.

Prior to the meeting, you should ensure that you are fully prepared to present your grievance, share any supporting evidence and answer any questions relating to the incident/circumstances in question.

### Notification of the outcome

After the Grievance Meeting, an appropriate period of time may be taken to allow for any further investigation and/or the consideration of all the facts before a decision is reached. The Company will then, normally, inform you in writing of its decision regarding the raised grievance without unreasonable delay. The letter will also explain your right to appeal against any decision taken.

### Appeals against grievance outcomes

If you are dissatisfied with a decision made regarding a grievance you have raised, you have the right of appeal. Whenever possible, the appeal will be dealt with by a different manager to the person who dealt with the grievance.

Your appeal must be made in writing, stating the reasons for the appeal, to the individual identified in the decision letter. This should be submitted no later than the end of the fifth working day after you received written notification.

## **The Appeal Meeting**

The Company will arrange and hold an Appeal Meeting as quickly as possible, normally within five days. You will be entitled to attend the Appeal Meeting and will be given an opportunity to state your case.

You must take all reasonable steps to attend this meeting. If you feel that you have a legitimate reason as to why you cannot attend the meeting on the proposed date, you must contact the person named on the invitation letter to inform them of this fact immediately. The meeting may then be postponed and rescheduled where practically possible.

**Reviewed January 2020**