



# Complaints and Grievance Policy

Version Control				
Version	Author	Date	Changes	Review Date
1	E Merrick	06/09/2022	Policy creation	06/09/2023
1.1	D Priestley	04/10/2023	Policy review	03/10/2024

## **Complaints and Grievance Policy**

### **Purpose of Policy**

This policy should be used when a worker or employee have made a complaint or grievance, or has been made against an employee or worker. It is designed to provide a framework for resolving the complaint/grievance.

### **Who does this policy apply to?**

All employees and workers.

### **Equality and Fairness**

Aim2LearnTraining Ltd (A2L) is proud to demonstrate its commitment to upholding the principles of Equality and Diversity by ensuring that no complainant will be treated in an unfair or biased way in respect of any protected characteristic (age, disability, race, religion or belief, sex, sexual orientation, transgender, pregnancy or by virtue of marriage or civil partnership).

The ethos of A2L is to ensure consistent, fair and confidential complaint or grievance handling and to resolving complaints or grievances as soon as possible.

### **Complaints Procedure**

If you wish to make a complaint or issue grievance against a member of A2L staff for harassment and bullying please ensure follow this guidance to support your complaint:

- Talk to someone you trust, a friend, someone at home, another member of staff – Get Support.
- Keep a diary of events.
- If you feel able, go to the person harassing you and tell them to stop. Be specific so that the person knows exactly what you want changed. If you want, take someone with you for support.
- Show the person harassing you this document so that they understand A2L's position on harassment and / or bullying.

If the above does not lead to a satisfactory outcome, then a formal complaint should be made to the appointed Safeguarding officer. It will be his/her responsibility to ensure that the reported incident is properly recorded and documented according to company procedures. The victim/reporter may use a tutor/assessor or other representative to help cover his/her complaint if desired.

The level of investigation will be determined by the senior management team, taking into account the nature of the incident, the victim/reporter's wishes and the position of the alleged perpetrator. In cases of sexual harassment female or male (as appropriate) members of staff will be available for support and guidance as well as take part in the investigation.

Two confidential meetings will be arranged:

- Firstly, with the person making the complaint, who will be asked to make a full statement normally supported by a written statement.
- Secondly, with the alleged harasser.

The purpose of these confidential meetings is to establish whether harassment or bullying is proven, to stop the harassment or bullying and to consider whether disciplinary action is necessary against the perpetrator.

Both parties will be informed of the outcome of the investigation and of the recommended action.

Both parties, if dissatisfied with the outcome or the action taken, have the right of appeal to the Managing Director. They must inform the Managing Director of their intention to appeal within ten days of the outcome of the meetings.

## **Grievance Procedure**

It is the policy of A2L to establish and maintain a positive and harmonious working environment, ensuring at all times that staff work within the ethos and principles of the Safeguarding and Equality & Diversity policies. A2L encourage and expect staff to resolve any grievance on a day-to-day basis and through their immediate line manager in an informal manner.

### **1<sup>st</sup> Stage – Informal interview with Manager**

The employee shall initially discuss any grievance with their Supervisor/Manager. The Manager shall respond with a decision on the grievance within three working days. Should the alleged harasser /bully or intended grievance be against the member of staff's immediate line manager, the member of staff has the right to appeal directly to the Managing Director for adjudication and resolution.

### **2<sup>nd</sup> Stage – Formal interview with Manager**

If the employee is not satisfied with the outcome of the 1<sup>st</sup> stage, they will request an interview with their Manager. The interview will be held within three working days of the request being made. The Manager will give their decisions within three working days.

### **3<sup>rd</sup> Stage – In writing to Managing Director**

If the employee is not satisfied with the outcome of 2<sup>nd</sup> stage the parties may take the matter further by stating their case in writing to the Managing Director. Any decision will be confirmed to all involved in writing within three working days. This decision will be final.