



Bridgetraining

LEARNER GRIEVANCE POLICY AND PROCEDURE

Introduction

The objectives of this policy and procedure are;

- To provide a mechanism to enable learners to rectify any grievance relating to their training
- To promote good relationships between management, teaching and administration staff by discouraging the harbouring of grievances
- To settle grievances as near as possible to their point of origin
- To ensure that the grievances are treated seriously and that they are resolved as quickly as possible

To meet these objectives a Manager in receipt of a learner grievance should deal with it as a priority and within the time limits set out in this document. It is recognised however, that in some cases more time may be required for a Manager to make a response. In such circumstances time limits should be extended by mutual agreement.

Where a learner believes they have a grievance, they have the right to be accompanied or represented during the formal stages of the procedure.

Policy & Procedure – Informal Stage

Where a learner has a grievance on any matter relating to their training, they should discuss the matter initially with their teacher or the Unit Manager (if the teacher is the subject of the grievance). In the event that the grievance is against the Unit Manager then the matter will be referred to the Training Manager and in the last instance the Managing Director.

Where a learner requests a personal interview with the appropriate Manager this should be granted within five working days of the request being made.

The appropriate Manager should seek and resolve the problem personally and, where appropriate, in conjunction with other BTL employees and learners.

The aim should be to resolve the matter as quickly as possible.



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Policy and Procedure – Formal Stage

Where the matter has not been resolved under the informal procedure, the learner should submit a formal written notice of the grievance to BTL Senior Management and if the grievance involves another learner and/or staff member then a copy should also be copied to him/her. The receipt of a formal written notice should be taken to mean that this formal stage has been triggered. However, the learner should be asked:

- Whether this is the intention and
- Whether the informal stage has been exhausted

The BTL Senior Manager should meet with the interested parties (to be done within 10 working days of receipt of the written notice). As soon as possible (not later than 5 working days after the meeting), the BTL Senior Manager should formally write to the interested parties recording the outcome.

A learner who disagrees with a decision made by BTL has the right to appeal. The referral agency in conjunction with BTL may choose to appoint an appeal panel; this panel should not include anyone who has been involved in the grievance personally.

If there is no further right to appeal, the decision from the appeal panel will be final on any matters within their delegated authority.

Dismissal

Learners whose behaviour is seen as unfit for training will be sent home immediately and may be dismissed from the course.

Records

A learner using the Grievance Procedure will be given access to all records and correspondence, which relates to his/her grievance, on his/her file.

Monitoring and Review

The implementation of this policy and procedure will be monitored by the Quality Manager.

The Policy will be reviewed on a regular basis in the light of operating experience and/or changes in legislation