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**COMPLAINTS POLICY AND PROCEDURE**

The main purpose of the Grievance Procedure is to ensure that individual members of staff and learners, who feel aggrieved about the way they have been treated, whether by management or their colleagues, are given every opportunity to have their grievances resolved in a fair and just manner. The Grievance Procedure is intended to deal with all types of grievance including claims of unfair interpretation or implementation of personnel policies and conditions of service, and in particular, actions that contravene the Equality and Diversity Policy, namely, discrimination on the grounds of sex, marital status, race, colour, ethnic or national origin, nationality, religion, creed, politics, disability, sexual orientation, age, social position or social disadvantages or any other unjustifiable requirement.

A complaint is a written or verbal expression of dissatisfaction.

The Grievance Procedure may also be activated in cases of alleged sexual or racial harassment. Sexual or racial harassment is defined as unwanted conduct of a sexual or racial nature, or other conduct based on sex or race affecting the dignity of women and men at work.

Discrimination and/or unfair practices are not always obvious, overt or intentional but, however they occur, the grievance procedure is a channel by which an aggrieved person can seek proper redress within the organisation.

Where any involved party would like to share positive information / praise on the service they have received, they can do so by directly emailing info@directskillsgroup.co.uk or by calling 0113 2509507. We recognise the time and effort that goes into the submission of compliments and as such, we will respond to all complaints in writing within 5 working days.

# **SCOPE AND DEFINITION**

All parties who work with direct skills group are made aware of the above policy and the procedure to be followed if a complaint arises.

**LEARNER COMPLAINTS PROCEDURE AND PROCESS**

1. Learners should report the complaint to their Tutor within 7 working days. If they feel unable to discuss the grievance with Tutor for whatever reason, they may see Mrs O Farrell or Miss Newbould to discuss their grievance.
2. If Grievance is solved, follow up reviews will ensure situation is not repeated and the learner remains confident that the grievance has been resolved.
3. If the tutor and learner cannot resolve the grievance, the Managing Director will be involved in the aim of resolving the grievance within 7 working days with a written reply.
4. At any time we will be more than happy to hold meetings with any representative of the learner.
5. If the complaint remains unresolved the learner will be made aware of their right to escalate the complaint to the ESFA.

**SALON COMPLAINT PROCEDURE AND PROCESS**

If you have any complaints/issues with any aspect of your Apprentices training please inform us immediately using the following procedure

1. Telephone your Salon Liaison Officer or discuss with them at your next monitoring review visit.
2. If the outcome of this discussion is not satisfactory and the outstanding issue has not been resolved you must record your complaint in writing/email within 7 days
3. The written complaint must be addressed to Mrs O’Farrell or Charlotte Newbould
4. Feedback/resolution will be reported by Mrs O’Farrell or Charlotte Newbould within 7 days
5. If the outcome in writing is still not satisfactory, then request in writing/email for the dispute to be directed to our Managing Director Lewis Hatcher
6. If an acceptable decision cannot be agreed upon, the dispute will be referred to the ESFA