



**Complaints & Grievance Policy
February 2021 to February 2022**

Introduction:

This policy covers complaints / (grievances) by learners, staff, tutors, clients and delegates.

CWLC is committed to providing a quality service for all types of its clients and customers, in addition to working in an open and accountable way that builds the trust and respect of all.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, learners, customers and stakeholders, and in particular by responding positively to complaints (and grievances), and by putting mistakes right.

We view complaints as a golden opportunity to improve.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially.
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly.
- keep matters low-key.
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach and response may be appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Definition:

CWLC defines a complaint as 'any expression of dissatisfaction with CWLC or with a member of staff that relates to CWLC or our Services and that requires a formal response.

Purpose:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Policy

The purpose of this Policy is to ensure grievances are dealt with fairly, consistently and in good time.

The following procedure shall be applied to settle all disputes or grievances concerning an employee or employees of the company (but excluding those relating to redundancy selection).

Principles:

1. It is the intention of both parties that employees should be encouraged to have direct contact with Management to resolve their problems. Most grievances can be settled informally and quickly with immediate Line Managers.
2. This procedure for resolution of grievances and avoidance of disputes, is available if the parties named above are unable to agree a solution.
3. Should a matter be referred to this procedure for resolution, both parties should accept that it be progressed as speedily as possible, with a joint commitment that every effort will be made to ensure that such a reference takes no longer than 7 working days to complete.
4. Pending resolution of the grievance, the same conditions prior to the notification shall continue to apply, except in those circumstances where such a continuation would have damaging effects upon the company's business.
5. If the employee's immediate Line Manager is the subject of the particular grievance and for this reason, the employee does not wish the grievance to be heard by him or her, it shall be referred to Stage 2 of the procedure.

The Procedure:

Stage 1

In the event of the employee having a formal grievance relating to his employment they should put their complaint in writing and address it to their Line Manager. A meeting will be called and the employee should take all steps to attend that meeting. The employee has the right to be accompanied by a fellow employee or a suitably trained Trade Union representative.

Following the meeting, the company will endeavour to respond to the grievance as soon as possible, no later than 5 working days. If it is not possible to respond within 5 working days, the employee will be informed as to reasons for this. When a decision is reached, the employee will be informed of the decision and of their right of appeal.

Stage 2

If the employee feels that their grievance has not been satisfactorily resolved, the employee may appeal in writing to the Centre Manager. This appeal must be in writing and within 5 working days of the original grievance decision.

Upon receipt of this, the Centre Manager will call a meeting to hear the grievance. The employee has the right to be accompanied by a fellow employee or a suitably trained Trade Union representative.

Following the meeting, the Centre Manager will endeavour to respond to the grievance within 5 working days. This will be undertaken in writing and at this point the decision is final.

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Complainant Signature:		Date:	
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Section 2

Centre Comments and Recommendations.

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Name:			
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Signature :		Date:	
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Section 3

Investigation Outcome:

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Investigation Completed and signed off.

Name:			
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Signature :		Date:	
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This form should be sent via email and marked CONFIDENTIAL to;
glenn.oneill@cwlc.co.uk

Signature:	
Name:	Keith Horkan
Position in Company:	Head of Quality
Date:	18 th February 2021
Due for Review:	February 2022