

COMPLAINTS/GRIEVANCES AND APPEALS PROCEDURE

Learners' who have a particular complaint/grievance about any aspect of their 'learning programme' should adopt the following procedure: -

In the first instance learners should discuss their complaint/grievance with the people outlined in the numbered list below. If this informal route is unsuccessful or not appropriate, then formal complaints/grievances should be made in writing. The form 'Complaints-Grievances & Appeals' could be used to assist you.

1. If the grievance relates to 'Off The Job' training, the matter should be raised with the Course Tutor in the first instance. If not settled at this stage the matter should then be raised with the Assistant Training Manager.
2. Should the grievance relate to the 'On The Job' training, the matter must be raised with your work supervisor in the first instance, and if not settled at this level, raise the matter with the Training Co-ordinator.
3. If the grievance relates to any form of discrimination contrary to the equal opportunities policy of Lancaster Training Services Ltd, the matter should be raised with the Training Co-ordinator at the earliest opportunity.
4. If the grievance relates to any form of harassment and /or bullying the matter should be raised with the Training Co-ordinator at the earliest opportunity.
5. If in the event the matter remains unresolved after completing the procedure advised, it should be raised with the Training Manager, who can be contacted at the Training Centre.
6. If you are still dissatisfied after exhausting the above procedure, the matter should be raised with Company chairman or with the Skills Funding Agency .(contact details available on request)
7. If the grievance relates to an assessment decision, an appeal can be made to the Internal Verifier. If unresolved the matter may be raised with the External Verifier whose name and contact telephone numbers are available from the Assistant Training Manager.
8. Trainees wishing to complain about their operator training/licence acquisition or any other commercial course should either do this in person or in writing to the Training/Assistant Training manager. The form 'Complaints-Grievances & Appeals' could be used to assist you.

NB: At any grievance/appeal hearing you may have a friend accompany you for support.



Richard W Little – Chairman

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LANCASTER TRAINING SERVICES LTD



COMPLAINT - GRIEVANCES – APPEALS - LEARNERS (FORMAL – INFORMAL)

- The purpose of this sheet is to help you record your complaint/grievance or appeal
- It should also enable an amicable conclusion to be reached.

Name of Aggrieved: Date:

Date of incident: Name/s of any witnesses:

Nature of Complaint/Grievance or Appeal

Please describe why you feel aggrieved e.g. grievance about the way you are being treated etc.
OR Why you feel you need to appeal e.g. appeal against assessment decision etc.

Have you discussed your complaint/grievance or appeal with anyone?

YES / NO

If yes, with whom have you spoken?

_____ Please leave the boxes below blank. Thank you for completing this form – please hand it to the Training Manager

Persons present at meeting Date of meeting

Outcome of meeting

LTS signature signature of Aggrieved