



Reference	SSA_GP
Version	4.0
Issue Date	19/09/21
Approved	MD

GRIEVANCE POLICY

Purpose

To identify the process by which a Participant/Learner can express their concern in a structured and formal manner without prejudice and to ensure that appropriate remedial action is followed through to a successful conclusion.

Procedure

1. Where possible, a Participant should try to discuss their grievance with those interested parties and express the manner and substance of their grievance.
2. If the Participant considers that there is still a case for concern, this should be discussed with the Assessor at the earliest opportunity and at the subsequent Review Meeting. A Learner may request a review meeting at an earlier date than planned if they have serious concerns.
3. The Assessor will try to resolve any grievance to the mutual satisfaction of both parties and will inform the Learner of consequent actions to help resolve their concerns. The Assessor may record the grievance and consequent action at the Review Meeting at their discretion.
4. If the Learner is not satisfied with the consequent action, they should then write a formal letter of complaint to the Managing Director who will investigate the complaint thoroughly. The Managing Director will confirm receipt of the complaint within three (3) working days and subsequently provide a written response, within 14 working days of receipt of the complaint to the Learner outlining consequent action(s). The grievance

letter and response will be placed in the Learner's Working File and a copy retained within the training complaints folder.

5. Where the learner's grievance relates to an assessment decision, the learner should follow the *Appeals procedure*.