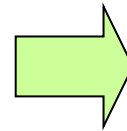


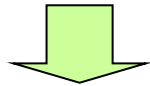
Work Based Learning Complaint & Grievance Procedure

A complaint / grievance is a formal way for an employee to raise a problem or any expression of dissatisfaction.

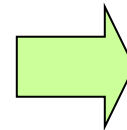
An informal approach between the learner/parent or employer and a Roving Instructor is often the best way forward.



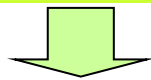
Issue resolved



If unresolved, learners should inform the Work Based Learning Manager of their grievance/complaint.



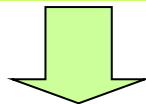
Check:
NHC has a separate procedure for handling complaints about bullying or harassment



Hold a meeting to investigate the complaint / grievance ASAP, normally within 5 working days.

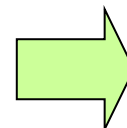
Remind the learner/parent/employer of their right to be accompanied.

WBL Manager is to complete the learner/parent/employer grievance / complaint form.

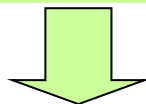


Consider a response:

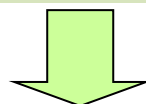
- inform the learner/parent/employer in writing of your decision.
- arrange an appeal if the learner is not satisfied with the outcome.



Issue resolved



Another Manager or the CEO should hold the appeal and then inform the learner/parent/employer of the decision



If the learner/parent or employer is still dissatisfied, they are then sign posted to the EFSA:

https://form.education.gov.uk/service/Contact_the_Department_for_Education

Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT