

GRIEVANCE PROCEDURE

1 Procedure

Eastwood Park operates a grievance procedure which learners, centre staff and employers can use in the event that they wish to challenge an appropriate aspect of the centre's operation. Examples of grounds for grievance could include:

- Access to assessment and quality assurance
- Process of learners' inductions, training or assessment
- Access to internal quality insurance
- Process of internal quality assurance
- The handling of an appeal
- Administrative issues
- Provision of resources for learners and delivery staff
- Support and guidance provided to learners by delivery staff
- Being treated unfavourably on the grounds of any of the discrimination 'protected characteristics' – (see Eastwood Park's Equality, Diversity & Inclusion Policy)
- Witnessing any form of discrimination

All grievances will be treated seriously and dealt with promptly, efficiently and where possible in confidence.

1.1 Stage 1

Where possible, the individual should talk directly and informally to the person and explain their objection. It might be that the person is genuinely unaware of any issues. Any difference of opinion should be resolved at this stage. If there is a failure to agree, the individual may request the second stage of grievance.

1.2 Stage 2

The individual will appeal in writing to the Training Coordination & QA Lead within 14 days of the issue arising. Attempts will be made to find a solution with the individual concerned. The outcome of the decision will be communicated to the individual in writing.

If the matter cannot be resolved at this stage or the individual does not accept the decision made, then it will be referred to the Training Manager (Development, QA & WBL).

1.3 Stage 3

The Training Manager (Development, QA & WBL) will meet, where possible, with the individual and will review all evidence from Stage 2. A decision will be made and communicated via the Training Coordination & QA Lead in writing.

2 Document Management

2.1 Version Control

Version:	2.0
Date of version:	8th November 2018
Approved by:	Lisa Slevin
Confidentiality level:	Public

2.2 History

Date	Version	Author	Details of Amendment
05/09/2011	1.0	Lisa Slevin	Initial release
29/08/2013	1.1	Lisa Slevin	Reviewed
04/09/2015	1.2	Lisa Slevin	Reviewed
21/09/2017	1.3	Lisa Slevin	Reviewed
08/11/2018	2.0	Lisa Slevin	Change of format
20/07/2021	2.0	Lisa Slevin	Reviewed
24/02/2022	2.1	Lisa Slevin	Change in stages of appeal
15/03/2023	2.1	Lisa Slevin	Reviewed
03/06/2024	2.1	Lisa Slevin	Reviewed

2.3 Review

This policy will be reviewed annually by the Training Manager (Development, QA & WBL).

Date set for review: June 2025