



# **KLP – 007 Learner Grievance Policy**

## **LEARNER GRIEVANCE POLICY**

### **Introduction – Grievance policy**

If a learner feels dissatisfied with any of the company's services this can often be easily resolved at an early stage by talking informally to the person responsible. e.g. if the grievance concerns an assessment procedure or a training room matter the learner should talk to the Assessor/Tutor and voice his/her concerns.

Alternatively, a learner may choose to discuss it with the Internal Verifier, a Manager or a Director and may be accompanied or assisted by a support person during that time. He/she can be confident that there will be no negative consequences from doing so and that the grievance will be fairly treated.

Confidentiality will be strictly observed by all participants.

### **Grievance procedure**

If the grievance concerns a training matter, the learner should first of all talk to the Tutor/Assessor about his/her concerns.

If the learner has attempted to resolve the matter informally, but is not satisfied with the outcome, then he/she may choose to discuss it with a Manager or Internal Verifier. He/she may be accompanied and assisted by a support person during that time. He/she can be confident that there will be no negative consequences from doing so. The grievance should be put in writing.

The Manager/IV will consider the grievance and if he/she decides that it is justified, arrange a meeting to enable the learner to speak privately to the person concerned. The Manager/IV will mediate allowing both persons to present their case, and an outcome to be achieved. All meetings will be documented.

The Manager/IV will provide all parties with a written report in relation to this outcome.

If the learner is not satisfied with the outcome, then he/she may wish to make a formal complaint to the Quality Manager. Refer to the Complaints/Appeals policy

A copy of all related documentation, including the brief written report in relation to the outcome will be retained on the learner's file.