

# COMPLAINT, GRIEVANCE AND APPEALS POLICY & PROCEDURE

## 1) Policy Statement

Engineering Trust Training (ETT) is committed to providing a high-quality service for our Learners, employers, subcontractors, and any other partner organisations. We aim to do this in a non-discriminatory way, take all complaints or grievances seriously and ensure that any reported to us are promptly investigated and resolved.

## 2) Aims and Objectives

- a) This policy provides information for ETT Staff, Learners, subcontractors, and other partner organisations.
- b) It sets out how a complaint or grievance can be raised and the rights to appeal decisions.
- c) ETT encourages all parties to deal with issues and concerns when they happen and to discuss these with us informally. There is no substitute for attempting to clarify misunderstandings and resolving problems informally before entering the formal process.
- d) A complaint or grievance can be raised against any aspect of our work or service where you feel you have not been fairly treated, received unacceptable actions or behaviour (by ETT Staff, an employer, another ETT Apprentice or a staff member in a partner organisation) or have not received the service you were expecting or led to believe would be delivered. This may include (but not limited to);
  - i) delivery (or lack of delivery) of services for education and training including teaching, course content, coaching, tutoring, assessment, feedback on progress or support
  - ii) delivery (or lack of delivery) of support services including recruitment, administration of fees, enrolment processes, health and safety
  - iii) Any other area of engagement with ETT where the service received were not what was expected
- e) ETT has separate policy and procedure to resolve Assessment Appeals.

## 3) How to Make a Complaint or Lodge a Grievance

- a) Informal Complaint or Grievance Procedure
  - i) If you have a complaint or grievance relating to any aspect of your learning, your employment with ETT, the service ETT are providing your business or the work you are doing with ETT then we encourage you to raise this informally with your Training Officer, TESA Lecturer, line manager or the ETT Director of Delivery and Operations.
  - ii) Please raise your complaint or grievance in person, by phone or by email to the appropriate person.
  - iii) If you are unsure who to contact, please speak or email Melvyn Parr (Director of Delivery and Operations). 07807 348696. [m.parr@theengineeringtrust.org](mailto:m.parr@theengineeringtrust.org).
  - iv) The complaint or grievance will be resolved promptly, within 10 working days of the meeting, phone call or email.
- b) Formal Complaint or Grievance Procedure

- i) A complaint or grievance that you feel you are unable to resolve informally can be raised formally.
- ii) A formal complaint or grievance should ideally be made in writing within 15 working days of an incident or action or from the date when the informal complainant was deemed as being resolved. In exceptional circumstances, a longer period will be considered.
- iii) A formal complaint or grievance must be put in writing to the ETT Director of Delivery and Operations clearly marked as a 'formal complaint'. Any complaint or grievance received not marked as 'formal complaint' will be treated informally. Please send it to Melvyn Parr Melvyn Parr (Director of Delivery and Operations). 07807 348696 [m.parr@theengineeringtrust.org](mailto:m.parr@theengineeringtrust.org).
- iv) Should the complaint or grievance be against the Director of Delivery and Operations, it should be addressed to Mark Vingoe (CEO). 07939 296280 [m.vingoe@theengineeringtrust.org](mailto:m.vingoe@theengineeringtrust.org).
- v) The Director of Delivery and Operations (or CEO), from the date of the formal complaint email will;
  - acknowledge the complaint or grievance within 2 working days
  - carry out an initial assessment of the complaint or grievance within 5 working days
  - carry out an investigation of the complaint or grievance which may include interviewing the complainant; the respondent; witnesses to the matter or events; and anyone they believe may have a role in establishing or disproving the complaint or grievance
  - prepare a summary and record the outcome of the complaint
  - deliver the outcome or notify all those involved in writing as appropriate
  - resolve the complaint or grievance within 25 working days of the receipt of the original formal complaint.
- vi) If the complaint involves a Learner, they will be offered support throughout the process and will be encouraged to bring a supporter to any interviews.
- vii) Children (aged 16 and 17) or Vulnerable Adults must have the support of a parent, guardian, care worker, or a person of their choice, who can act as their advocate
- viii) If it appears that a decision will not be reached within the due period, those involved will be advised of the need for a longer period.

#### **4) Appeal**

- a) You have the right to appeal decisions which you feel are unfavourable and/or unreasonable
- b) You may submit your appeal in writing for consideration by an Appeals Panel.
- c) Please submit your appeal to the person who led your formal process. They will escalate it to the ETT CEO who will form an Appeals Panel including a member of the Trustee Board.
- d) You must outline the decision and reasons for your appeal, including any compassionate or compelling circumstances and documentary evidence in support of your appeal.
- e) Appeals must be received within 10 working days of the formal procedure outcome.
- f) The Appeals Panel will review the appeal and provide you with a written statement including details of the reasons for the outcome, and any actions to be undertaken. This may involve further interviews with the parties involved.

- g) The appeal process will be concluded within 25 days from the date you lodged the appeal.
- h) The decision made will be final, however this does not affect your legal rights or your right to complain directly to a third-party including Ofsted, the ESFA or the End Point Awarding Organisation. Each third party will have their own complaints or appeals processes that should be followed.

**5) Reviewing & Monitoring**

- a) ETT will monitor complaints or grievance to gain insight into the:
  - i) number of complaints or grievances of each type
  - ii) time taken to process complaints or grievances
  - iii) outcomes of formal or appeals procedures and any actions
  - iv) results of any complaints or grievances to third parties
- b) ETT will keep a record of all complaints for the period of 3 years and will make these available to the relevant authorities upon request.