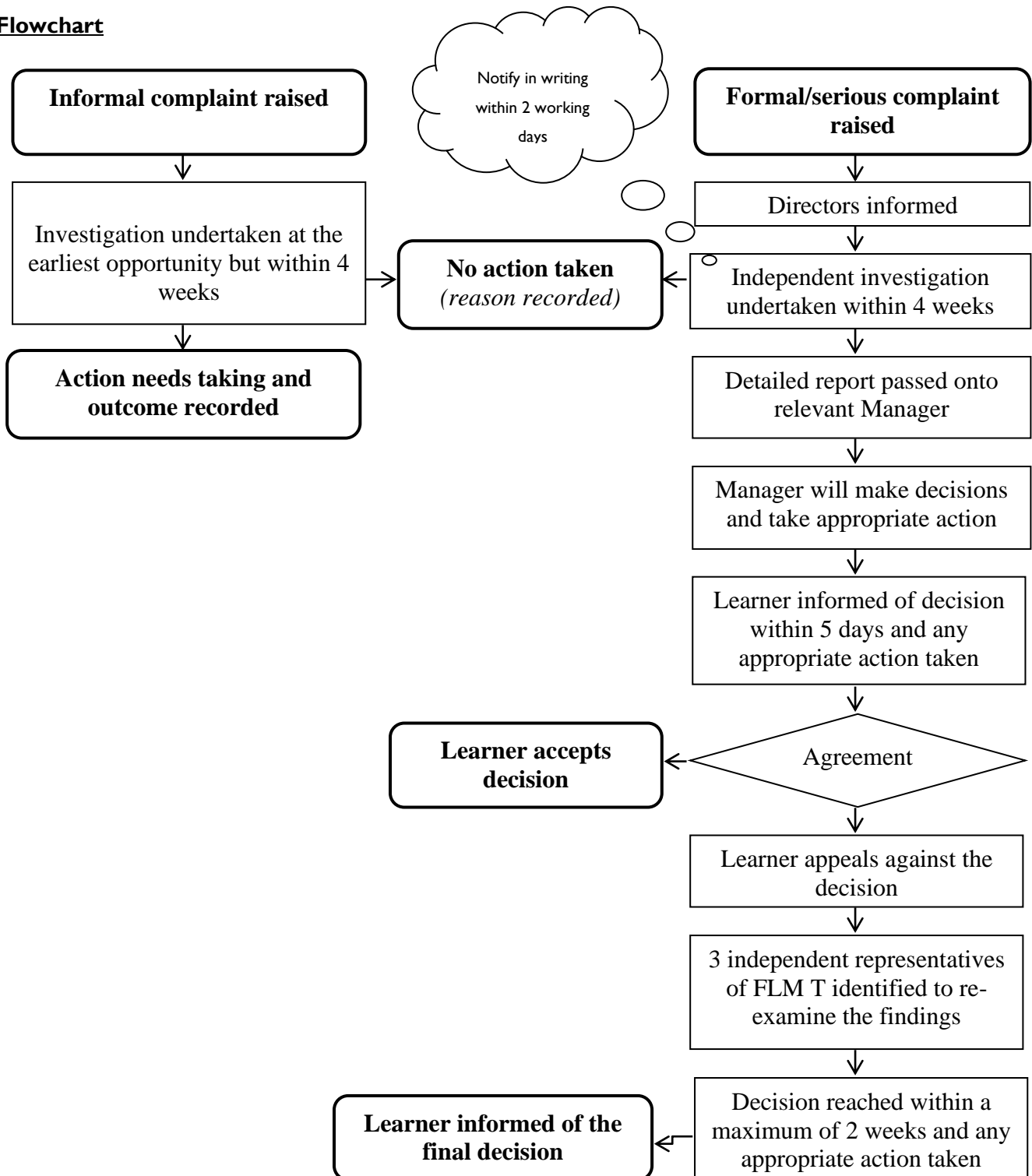


Flowchart



Objective and Scope

To ensure that FLM Training Limited has a system in place for learners to follow if they wish to make a grievance.

Responsibilities

Directors

Contracts Manager

Managers/Coordinators

Internal Verifiers

Quality Improvement Manager/Auditor

Training Consultant/Tutor

The Directors retains overall responsibility for ensuring this procedure is adhered to and followed correctly to meet individual contract requirements.

Related Documentation

Complaints Register

Formal written complaint from the learner.

Operational Procedure

1. All learners will be advised during their induction of appropriate action that they can take in the event of a complaint against FLM Training Limited staff or their training arrangements.
2. If an informal complaint is made, the line manager with direct responsibility for the person/s the complaint has been levied against will carry out an investigation and take any necessary action. This should be undertaken at the earliest opportunity or at least within 4 weeks.
3. The outcome of the informal investigation will be recorded on the personnel file of the person/s the complaint has been levied at and the learner will be notified.

4. When a formal and/or serious complaint is made, the Directors will arrange for an investigation to be carried out by an appropriate independent investigating officer.
5. The investigating officer will notify in writing within 2 working days, the learner and the person/s the complaint has been levied against, that an investigation is to be undertaken, detailing the nature of the complaint.
6. The investigation should be completed as soon as possible and where appropriate within a maximum of 4 weeks.
7. The investigating officer will compile a detailed report, stating the findings from the investigation and any supporting evidence which will be passed to the appropriate manager with responsibility for the person/s the complaint has been levied against.
8. The manager will decide the appropriate action depending on the findings of the investigation. Where necessary this may be in consultation with other members of the Senior Management Team.
9. The learner and the person/s the complaint has been levied against, will be notified verbally or in writing, within 5 working days, the outcome of the investigation and where appropriate the action that will be taken.
10. If the learner or person/s the complaint has been levied against, disagree with the findings of the investigation and the action to be taken, a panel of three appropriate independent representatives of FLM Training Limited will be appointed to re-examine the findings and the action decided upon.
11. The findings of the panel will be the final stage in the grievance procedure. The learner and the person/s the complaint has been levied against will be notified of the findings of the panel and any action decided upon. This will be undertaken at the earliest opportunity but no longer than 2 weeks.
12. Where appropriate the disciplinary procedure will be used to take action against a member of FLM Training Limited staff.

Quality Improvement

1. The Quality Manager will be informed of all formal and/or serious complaints to either act as the appointed appropriate independent investigating officer, or to offer support and guidance to the appointed appropriate independent investigating officer.
2. This is to ensure that all investigations are carried out fairly and the evidence collected is given due consideration. Also, that the findings are reported in full and accurately to ensure a transparent process.
3. Where a panel of three appropriate independent representatives of FLM Training Limited is required, the Quality Manager will be appointed. This will not be the person who has acted as the investigating officer or has offered support and guidance to the investigating office.