

Land Sheriffs Ltd (trading As LS Training Centre) Training Centre's Complaints, Appeals & Grievances Policy & Procedure

Complaints, Appeals & Grievances Policy & Procedure

If a complaint is made about any aspect of our company, we will work swiftly to resolve it, if the complaint is of a serious nature and involves senior management a thorough investigation will be carried out as quickly as possible and the complainant kept fully informed as to progress.

We are willing to actively listen / read complaints as we genuinely want to do things right, we will be understanding and professional in our approach to complaints received, we will find out the facts & let the complainant know what our findings are and what we are going to do, and if we are wrong we will apologise and if we find the complaint was unjustified we will defend ourselves & stand by our findings.

Aim

Resolve Quickly: Our aim remains to resolve complaints at the earliest possible stage that is compatible with fairness and correctness. This approach will be familiar in most professional and quality companies & if an amicable agreement can be reached before attitudes have become entrenched, it may restore our / a stakeholder's customer's goodwill and confidence.

Our procedures are designed to be flexible, and we intend to maintain an active dialogue with the complainant as much as is practically possible.

Grievances Procedure

1. Introduction

The following procedure should be followed in-order to settle all grievances concerning any employee(s) of Land Sheriffs.

2. Principles

The key objective of the procedure is to allow grievances to be settled quickly, fairly and at the lowest possible level within Land Sheriffs whilst allowing employees the opportunity to appeal to a higher level if necessary.

The procedure covers all employed staff in the direct employment that have a grievance.

It covers all matters which may become a source of grievance, excluding:

- Those concerned with disciplinary action unless the disciplinary action amounts to discrimination, or the action was not taken on the grounds of the employee's conductor capability
- Decisions on strategic business issues, which are taken by the Managing Director but not excluding the operational impact of those decisions

Employees are entitled to be accompanied at a grievance meeting by a work colleague.

3. Procedure

The policy is to encourage free interchange and communication between managers and the staff they manage. This ensures that questions and problems can be aired and resolved quickly and that grievances are settled informally.

4. Formal Procedure

Step 1: Statement of grievance

- Employees must provide in writing, the nature of the alleged grievance and send the written complaint to their immediate manager
- Where the grievance is against the manager the matter should be raised with a more senior manager, i.e. the Managing Director

Step 2: The grievance meeting

- Normally within 5 working days of receiving a grievance, the manager will write to the employee, inviting them to attend a meeting where the alleged grievance can be discussed. The meeting should be scheduled to take place as soon as reasonably possible, and normally at least 5 working days' notice of this meeting should be provided to the employee
- Employees are required to take all reasonable steps to attend the meeting. However, should, for a reasonably unforeseen reason, either the employee, the manager or their companions are unable to attend the meeting, it must be rearranged
- Should an employee's companion be unable to attend then the employee should make contact within [5] days of the date of the letter to arrange an alternative date that falls within [10] days of the original date provided. These time limits may be extended by mutual agreement.
- At the meeting the employee must inform the manager hearing the grievance what the basis for the complaint is
- After the final meeting, the manager hearing the grievance must write to the employee informing them about any decision and offering the right of appeal. This letter should be sent within [10] working days of the grievance meeting and should include the details of how to appeal

Step 3: The Appeal

- Should the employee consider that the grievance has not been satisfactorily resolved, then they must set out their grounds of appeal in writing within [7] working days, of receipt of the decision letter, confirming that they wish to appeal against the decision or failure to make a decision
- Within [5] working days of receiving an appeal letter, the employee should be written to inviting her/him to attend an appeal hearing where the alleged grievance can be discussed. The appeal meeting should be scheduled to take place as soon as reasonably possible
- Employees are required to take all reasonable steps to attend the appeal hearing. However, should, for a reasonably unforeseen reason, either the employee, the Supervisor or their companions are unable to attend the meeting, it must be rearranged
- Should an employee's companion be unable to attend then the employee should make contact within [5] days of the date of the letter to arrange an alternative date that falls within [10] days of the original date provided. These time limits may be extended by mutual agreement
- After the appeal meeting, the appeal hearing manager must write to the employee informing them of the employer's final decision. This letter should be sent within [10] working days of the appeal hearing
- This is the final stage of the procedure

5. Exceptions to the Procedures

The modified two-step process will apply in cases where the grievance procedure would otherwise apply but where the employment has ended and either:

- The setting was not aware of the grievance before employment ended; or
- If the setting was aware, the standard grievance procedure had not started or had not been completed by the time the employment ended; and
- The parties must have agreed in writing that the modified, rather than the standard grievance procedure shall apply

In these cases, the following procedure should be undertaken.

Modified Step One – The employee is required to submit, in writing, the nature of the alleged grievance and send the written complaint to the manager, requesting that the modified procedure is followed.

Modified Step Two – The manager is required to set out the response in writing and send it to the employee.

Training Sector

A complaint is an expression of dissatisfaction concerning Land Sheriffs product or service. Land Sheriffs take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer.

Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance. Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the General Manager via one of the following options:

Call: 0845 2574567

E-mail mark.sunshine@landsheriffs.co.uk

Write to: Mark Sunshine, Land Sheriffs Ltd, 26 Latton Bush Centre, Southern Way, Harlow, Essex, CM18 7BL

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Land Sheriffs ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The General Manager will investigate your complaint and respond to you within 7 days. Appealing after an initial complaint has been raised.

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Operations Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Operations Director will investigate in full and respond to you within 7 days.

The General Manager can be contacted on:

Call: 0845 2574567

E-mail: richard@landsheriffs.co.uk

Write to: Richard Dunford, Land Sheriffs Ltd, 26 Latton Bush Centre, Southern Way, Harlow, Essex, CM18 7BL

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: www.highfieldabc.com.

Alternatively, please speak to the HABC team on 0845 2260350.

Should you address your complaint to HABC and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either, a representative of Land Sheriffs or HABC will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details. The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Land Sheriffs, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: www.spsso.org.uk

If you have any queries about the contents of this policy, please contact the General Manager directly on 0845 2574567 or email richard@landsheriffs.co.uk

Appeals Procedure

The following sets out the appeals procedure for Land Sheriffs.

This procedure covers the process for raising appeals against an academic/assessment decision that have been made. Should a learner feel that proper process has not been followed or that the academic/assessment decision was not made in accordance with the regulations of the programme of learning then they may discuss this with the tutor/assessor.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Land Sheriffs has not applied our procedures consistently or that procedures were not followed properly, consistently, and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

If a candidate is not satisfied with the decision of the assessor, the appeal should be referred to the IQA, this should include:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated by the IQA. We aim to investigate and respond to appeals within 7 days. This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their appeals policy can be located on their website: www.highfieldabc.com

There may be a charge for an AO appeal.

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