

LEARNER GRIEVANCE POLICY AND PROCEDURE

Introduction

The objectives of this policy and procedure are;

- To provide a mechanism to enable learners to rectify any grievance relating to their training
- To promote good relationships between management, teaching and administration staff by discouraging the harbouring of grievances
- To settle grievances as near as possible to their point of origin
- To ensure that the grievances are treated seriously and that they are resolved as quickly as possible

To meet these objectives a Tutor/Education Manager in receipt of a learner grievance should deal with it as a priority and within the time limits set out in this document. It is recognised however, that in some cases more time may be required for a response. In such circumstances time limits should be extended by mutual agreement.

Where a learner believes they have a grievance, they have the right to be accompanied or represented during the formal stages of the procedure.

Policy & Procedure – Informal Stage

Where a learner has a grievance on any matter relating to their training, they should discuss the matter initially with their tutor/mentor or the Education Manager (if the mentor/tutor is the subject of the grievance). In the event that the grievance is against the Educational Manager then the matter will be referred directly to the Deputy CEO.

Where a learner requests a personal interview with the appropriate Manager this should normally be granted within five working days of the request being made.

The appropriate Manager should seek and resolve the problem personally and, where appropriate, in conjunction with other AVCT staff and learners.

The aim should be to resolve the matter as quickly as possible.

Policy and Procedure – Formal Stage

Where the matter has not been resolved under the informal procedure, the learner should submit a formal written notice of the grievance to Education Manager and if the grievance involves another learner and/or staff member then a copy should also be copied to him/her.

The receipt of a formal written notice should be taken to mean that this formal stage has been triggered. However, the learner should be asked:

- Whether this is the intention and
- Whether the informal stage has been exhausted

The Education Manager should meet with the interested parties (this should be done within 10 working days of receipt of the written notice if possible). As soon as possible (not later than 5 working days after the meeting), the Education Manager should formally write to the interested parties recording the outcome.

Appeal - A learner who disagrees with a decision made by AVCT has the right to appeal. Appeals should be sent via email or letter to the Deputy Chief Executive and if it relates to them, then the appeal should be sent to the Education Board. A panel may be convened to fairly deal with the appeal depending on the nature of the grievance/appeal.

If there is no further right to appeal, the decision will be final on any matters within their delegated authority.

Dismissal - Learners whose behaviour is seen as unfit for training will be sent home immediately and may be dismissed from the course.

Records - A learner using the Grievance Procedure will be given access to all records and correspondence, which relates to his/her grievance, on his/her file.

Monitoring and Review - The implementation of this policy and procedure will be monitored by the Education Board.

The Policy will be reviewed on a regular basis in the light of operating experience and/or changes in legislation.