

GRIEVANCE PROCEDURE

Last updated: **02/06/2025**

The Teacher Trainer Ltd. would hereafter be referred to as 'TTT' in this document.

Scope of the Policy

This policy is provided for 'TTT' customers, including learners and staff members who are using or delivering the courses and qualifications that 'TTT' offer.

Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website www.theteachertrainer.co.uk.

Communication of the policy

It is important that 'TTT' staff (involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications) and learners undertaking our qualifications, are fully aware of the contents of the policy. It is a requirement that staff at 'TTT' access, read and understand the policy during their induction.

Review of the policy

'TTT' will review the policy annually as part of our self-evaluation process and revise it as and when necessary. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Policy Statement

'TTT' is committed to dealing with all grievances fairly, effectively and promptly. This policy sets out the process that you should follow if you have a complaint about matters related to your work, working conditions or how you are being treated at work.

Stage 1: Informal Procedure

- If you have a problem, you should normally start by speaking to your line manager.
- An informal discussion is the first step to raise your concerns.
- If you have a complaint about your line manager (Phenil Mehta), you should speak to the HR manager (Shaily Mehta). However, at this stage, you will still be promoted to arrange an informal meeting with your line manager in the presence of Shaily Mehta.
- You may be able to agree a solution between you.

Stage 2: Formal Procedure

- If you are not satisfied with the manager's response or the matter is serious and you want us to deal with it formally, you can raise a formal grievance.

- To do this, you should put the grievance in writing and send the letter to your line manager or the HR manager if appropriate.

Grievance Meeting

- The manager will arrange a meeting with you to discuss your grievance and to try to resolve the issues.
- You can be accompanied by a colleague or trade union representative at the meeting if you make a reasonable request.
- We will aim to hold the meeting within 5 working days of receiving your written grievance but we may delay if it is reasonable to do so.
- You and your companion should make every effort to attend.
- The manager may sometimes need to adjourn the meeting to investigate the matter further.
- Following the meeting, the manager will write to you setting out the action that they are taking.

Appealing the Decision

- If you are unhappy with the manager's decision, you can appeal.
- You must write to the manager within 5 days and state the grounds on which you wish to appeal.
- We will arrange an appeal hearing.
- Whenever possible, this will be held by a more senior manager or a 3rd party.
- You have the same right to be accompanied at the appeal meeting.
- We will inform you of the outcome of the appeal in writing and that decision will be final.