

Alison John & Associates

COMMENTS, CONCERNS AND COMPLAINTS POLICY AND PROCEDURE

Aims of the procedure:

- a. To offer excellent courses and unbiased effective consultation.
- b. To promote and maintain, quality environments for all learners, trainers and staff.
- c. To settle grievances, discrimination and/or harassment promptly, simply and above all fairly.

We welcome feedback on any aspects of your experience at Alison John & Associates. We will listen to your comments, concerns and complaints, and take them seriously. All feedback will be kept confidential.

We try to avoid making mistakes, but unfortunately they do happen. Any information given by Alison John & Associates is delivered in good faith, according to the contents of the course. Our commitment to quality means that we are constantly seeking to make improvements, and keep up to date with changes in the law.

- No learners, staff or trainers with Alison John & Associates will receive unfair or unlawful treatment or face discrimination. Alison John & Associates will identify and root out any unfair or unlawful discrimination, which denies individuals opportunities to learn and participate.
- Discrimination resulting in unequal opportunity is not acceptable. Direct discrimination consists of treating individuals less favourably than others would be treated in similar circumstances. Indirect discrimination occurs when a non-essential condition or requirement is applied equally to all, but only a small proportion of one group can comply

with this and a failure to comply is detrimental to the individual.

- All individuals have a right to make a complaint and to know that it will be dealt with promptly and fairly. Any complaint of harassment will be treated seriously and with confidentiality. All steps will be taken to maintain confidentiality so far as is consistent with processing the complaint. Making a false allegation with malicious intent may result in the disciplinary procedure being invoked.

The Procedure:

- Step 1. Complaint or concern to be brought to the attention of the trainer, who will endeavour to resolve the matter.
- Step 2. If it is felt that the matter cannot be discussed with the trainer, or the outcome of the meeting is not satisfactory, then the person with the complaint/concern/grievance may request (in writing or any other way that is accessible to the individual) a hearing by Alison John & Associates Directors will be initiated. Where appropriate, written source evidence should be provided. This meeting will take place within ten days of receipt of the written notice.
- Step 3. If there is still no satisfactory conclusion we will then approach an outside agency to give advice and assistance.

Review Date 1 September 2019