

Grievance and Appeals Procedure - Learners

It is the Company's policy to ensure that learners with a genuine grievance relating to their training can use a procedure to resolve their grievances as quickly and fairly as possible.

If you have a grievance about your training you should discuss it informally with your Training Officer, in the first instance. It is hoped that the majority of concerns will be resolved at this stage.

All learners have a right to be accompanied at any stage of this procedure, if they so wish, by a fellow learner, employer or trade-union official who may speak on their behalf.

Learners are reminded that this procedure is quite independent of any appeals procedure, which exists within our formal disciplinary procedure.

The procedure to be followed is set out below:

STAGE 1:

If you feel that the matter has not been resolved through informal discussions, you should put your grievance in writing to your Training Officer, who will discuss the problem with you. If the matter cannot be resolved, or is of such a nature that it cannot be dealt with at this level, your Training Officer will inform you of this and will explain what steps have to be taken. The time taken to complete this stage will not normally exceed three working days.

In some circumstances, it may not be appropriate to raise the matter with your Training Officer, or, if the matter specifically relates to your Training Officer, you may take the decision to refer the matter to the Training Manager.

STAGE 2:

Should you feel that any decision taken at Stage 1 is unfair or inconclusive, you have the right to request that the next level of management consider your grievance or appeal. Such a request must be made in writing and should include the reason for appealing against the original decision. The Training Manager will then discuss the matter with you and will inform you of any decision. The time taken to complete this stage will not normally exceed five working days.

STAGE 3:

If, following the previous stage, the matter has still not been resolved to your satisfaction, you may appeal to the WBL Scheme Manager or his authorised deputy. Such an appeal must be in writing and must state the reasons for the appeal. The WBL Scheme Manager or his authorised deputy will then arrange a meeting to discuss the matter with you, and will subsequently give his/her decision. This stage completes the procedure and the WBL Scheme Manager's decision is final. The time taken to complete this stage will not normally exceed two weeks.

Every attempt will be made to keep within the above timescales, in order to resolve the matter quickly and satisfactorily. Any undue delay will be fully explained to the employee, in writing.

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