

# COMPLAINT & GRIEVANCE POLICY & PROCEDURE

## 1) Policy Statement

All learners supported by Engineering Trust Training (ETT), have the right to raise a complaint about any issue that may arise in connection with their learning programme. This includes but is not limited to: - any part of the service provided by ETT or the college, any unfair treatment by others such as bullying and harassment.

## 2) Aims and Objectives

- a) This policy provides information for staff and Engineering Trust Training (ETT) Learners' regarding Learners' rights to appeal decisions which they consider to be unfavourable and/or unreasonable.
- b) The Appeals process is at no cost to the Complainant, and is applicable regardless of the delivery method.

## 3) Scope

- a) This policy applies to all Learners in training with ETT.
- b) The Learner Training Grievances and Appeals policy relates to academic misconduct, enrolment, determinations, Learner progress, assessment and awards.

## 4) Glossary of Terms/Definitions

### a) Terms Definitions

- i) **Academic Misconduct.** Academic misconduct includes but is not limited to cheating, including supporting others in cheating, plagiarism, electronic plagiarism, unauthorised collusion and falsifying information.
- ii) **Appeal.** Request by a Learner to have a matter heard and/or re-considered after receiving an unfavourable decision.
- iii) **ETT Appeals Panel.** A panel formed to hear Learner appeals. The panel will comprise the CEO or their nominee plus a further member of the delivery team who has had no previous involvement in the matter under appeal.
- iv) **Compassionate or Compelling Circumstances.** These are generally circumstances beyond the control of the Learner and which have an impact upon the Learner's course progress or wellbeing. These may include: Serious injury (a medical certificate is provided), bereavement of close family members, a traumatic experience (i.e. car accident; witnessing a crime or being involved in a crime etc.).
- v) **External Appeal.** Appeal heard by a party external to Engineering Trust Training.
- vi) **Grievance or complaint (Learner).** A cause of dissatisfaction where the Learner has an honest belief, based on reasonable grounds, that an academic decision and/or action, an administrative decision and/or action, or the behaviour of another Learner or staff member is unfair and/or unreasonable
- vii) **Internal Appeal.** Appeal heard by staff within Engineering Trust Training

## 5) Policy

### a) General Information

- i) The purpose of an internal appeal process is to have unfavourable decisions heard and/or reconsidered by relevant staff within ETT.
- ii) Should a Complainant be dissatisfied with the outcome of the internal appeals process, they have the right to take their case to an external independent body. The purpose of an

external appeals process is to consider whether ETT has followed its policies and procedures. The purpose of an external appeals process is not to make a decision in place of ETT.

- iii) Academic grievances may include but are not limited to: enrolment outcomes, poor mentoring, administrative errors, program delivery, assessment, grades, learning facilities and learning resources.
  - iv) A Complainant has the opportunity to formally present their case at no cost.
  - v) A Complainant will not be victimised or discriminated against in any stage of the process outlined in this policy.
  - vi) Appeals must be lodged within 20 working days of the date the decision was communicated to the Learner in writing. If the appeal is not lodged within the specified timeframe, the decision will stand.
  - vii) The appeals process will be finalised and communicated to the Complainant within 20 working days of the formal lodgement of the grievance and relevant supporting documentation.
  - viii) The Complainant and/or Respondent have the right to be accompanied and assisted by a support person in every relevant meeting they attend.
  - ix) The Complainant and/or Respondent will be provided with a written statement of the outcome of the internal appeals process within 5 working days of the appeal hearing, including details of the reasons for the outcome, and any actions to be undertaken.
  - x) A Complainant's enrolment will be maintained, and Complainants are required to attend all meetings and classes during an internal appeals process.
  - xi) Complainant's who wish to exercise their right to have their case heard by an external body, must inform the CEO of ETT within 5 working days of receiving written notification of the outcome of the internal appeals process.
  - xii) Complainant's are required to immediately advise ETT of the outcome of the external appeals process.
  - xiii) Records of all grievances and appeals for review of decisions must be kept and be accessible to all interested parties for a period of 7 years. Such records will remain confidential. Parties to the complaint will be allowed supervised access to these records.
- b) **Internal Appeals Process**
- i) Complainants have the right to appeal decisions which they consider to be unfavourable and/or unreasonable in relation to:
    - Application for enrolment in a course of study
    - Learning misconduct
    - Academic progress
    - Eligibility to receive an award
    - Learning materials and facilities
    - Assessment and grades
  - ii) In the first instance, complaints should be discussed informally with the person/s involved. However, if this is impracticable, Complainants should communicate with the Operations Manager of ETT.
  - iii) If this does not resolve the complaint, Complainants may submit their appeal in writing for consideration by the Formal Appeals Panel. All documentation lodged must be original documents or certified copies, no photocopies or facsimiles will be accepted.

- iv) Complainants must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. Appeals must be received within the timeframe as specified in the Appeals Information above.
- c) **Outcome of Internal Appeals**
  - i) The Appeals Panel will review the appeal application and provide the Complainant with a written statement including details of the reasons for the outcome, and any actions to be undertaken. A Complainant, who is not satisfied with the result of the internal appeals process, has the right to pursue the external appeal processes as outlined below.
- d) **External Appeals.**
  - i) Should a Complainant be dissatisfied with the outcome of the internal appeals process, they have the right to take their case to an external independent body.
  - ii) The purpose of an external appeal process is to consider whether ETT has followed its policies and procedures. The purpose of an external appeals process is not to make a decision in place of ETT. For example, if a Complainant takes their case to the external body (following the internal appeals process) appealing against ETT's decision to report for unsatisfactory academic progression, the external appeals process would look at the way in which the internal appeal was conducted. The external body would not make a determination as to whether the Complainant should be deemed to have unsatisfactory academic progression or not.
- e) **Outcome of External Appeals**
  - i) If the external body makes recommendations in relation to a grievance they have reviewed, the panel will forward those recommendations to the CEO of ETT who will ensure that the recommendations are implemented within 60 days.
- f) **Appeals and Grievance form**
  - i) All completed complaint forms will be held securely and confidentially. Complaints may be monitored to show any trends in order that continuous improvements to processes can be made, but no personal data will be used for this procedure. Complaints will be treated promptly, with dignity and respect and the individual's privacy kept in line with ETT GDPR policy.

## Learner Appeals and Grievance Form

Name:

Initiation Date:

Appeal against (please tick appropriate box)

ETT  College  Employer  Other

**Nature of Appeal:**

**Declaration** (please select one option)

I understand that in order to best resolve the issue(s) others parties may need this information and it may become apparent that I have initiated the complaint.

Signature.....

I would like Engineering Trust Training to keep this information strictly confidential, including my identity and not reveal this to any other parties.

Signature.....

**Your contact details:**

Telephone: .....

E-mail: .....

**Action Taken and Responsibility:**

**Outcome:**