



## **COMPLAINTS/COMPLIMENTS POLICY AND PROCEDURE**

The main purpose of the Grievance Procedure is to ensure that individual members of staff and learners, who feel aggrieved about the way they have been treated, whether by management or their colleagues, are given every opportunity to have their grievances resolved in a fair and just manner. The Grievance Procedure is intended to deal with all types of grievance including claims of unfair interpretation or implementation of personnel policies and conditions of service, and in particular, actions that contravene the Equal Opportunities Policy, namely, discrimination on the grounds of sex, marital status, race, colour, ethnic or national origin, nationality, religion, creed, politics, disability, sexual orientation, age, social position or social disadvantages or any other unjustifiable requirement.

A complaint is a written or verbal expression of dissatisfaction.

The Grievance Procedure may also be activated in cases of alleged sexual or racial harassment. Sexual or racial harassment is defined as unwanted conduct of a sexual or racial nature, or other conduct based on sex or race affecting the dignity of women and men at work.

Discrimination and/or unfair practices are not always obvious, overt or intentional but, however they occur, the grievance procedure is a channel by which an aggrieved person can seek proper redress within the organisation.

Where any involved party would like to share positive information / praise on the service they have received, they can do so by directly emailing [info@elm-academy.co.uk](mailto:info@elm-academy.co.uk) or by calling 03453074435. We recognise the time and effort that goes into the submission of compliments and as such, we will respond to all compliments in writing within 5 working days. Compliments will be used to identify high performance in our existing provision, highlight areas for improvement, and encourage the high-quality work of our staff and students.

## **SCOPE AND DEFINITION**

All parties who work with the ELM Academy are made aware of the above policy and the procedure to be followed if a complaint arises.

## **LEARNER COMPLAINTS PROCEDURE AND PROCESS**

1. Apprentices/ adults learners should report the complaint to their Tutor within 7 working days. If they feel unable to discuss the grievance with Tutor for whatever reason, they may see Emma Mitchell to discuss their grievance.

2. If Grievance is solved, follow up reviews will ensure situation is not repeated and the apprentice/adult learner remains confident that the grievance has been resolved.

3. If the tutor and apprentice/adult learner cannot resolve the grievance, the company chairman will be involved in the aim of resolving the grievance within 7 working days with a written reply.

4. At any time the ELM will be more than happy to hold meetings with any representative of the apprentice/adult learner.

5. If the complaint remains unresolved the apprentice/adult learner will be made aware of their right to escalate the complaint to the ESFA.

## **EMPLOYEE COMPLAINTS PROCEDURE AND PROCESS**

1. It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

2. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

3. You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

4. If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must

take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

5. If you wish to appeal you must inform your Line Manager within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the company will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).

6. Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

7. We reserve the right to allow third parties to chair any formal hearings

## **SALON COMPLAINT PROCEDURE AND PROCESS**

If you have any complaints/issues with any aspect of your Apprentices Training please inform us immediately using the following procedure

1. Telephone your Salon Liaison Officer or discuss with them at your next monitoring review visit.

2. If the outcome of this discussion is not satisfactory and the outstanding issue has not been resolved you must record your complaint in writing/email within 7 days

3. The written complaint must be addressed to Emma Mitchell

4. Feedback/resolution will be reported by Emma Mitchell within 7 days

5. If the outcome in writing is still not satisfactory, then request in writing/email for the dispute to be directed to our Lead Provider the Yorkshire College of Beauty and contact Louise Contini

6. If an acceptable decision cannot be agreed upon, the dispute will be referred to European Skills Funding Agency (ESFA)

## **Whistle Blowing**

It is the responsibility of all staff to ensure that the rules of ELM Academy are adhered to.

It is also their responsibility to bring to the attention of the manager / senior tutor, any person who commits a criminal act, behaves, or makes a commitment that is considered by them or the recipient to be:

- Of a racist nature
- Bullying either verbal or physical
- Comments or behaviour against any religion or denomination
- Any behaviour that is anti-social and perceived to be designed to insult, mentally or physically hurt any person who is affiliated or otherwise to ELM Academy.

Any such behaviour should be reported immediately to the line manager or Company Director. This can be done verbally or in writing. If done verbally a report should be completed as soon as possible.

Any report either verbal or written will be treated with confidentiality unless the reporting person wishes otherwise.

Date of last review: October 2023

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