

GRIEVANCE PROCEDURE

Version 1 15/07/2025
Next Review 01/07/2026

ELA TRAINING SERVICES

Grievance Procedure



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Statement of Intent

This procedure applies to all members of staff and learners. The purpose of the procedure is:

- To encourage open communication between staff/learners and the organisation to ensure that any problems that arise during the course of training/employment can be aired, reviewed and resolved quickly and wherever possible to the satisfaction of all concerned.
- The grievance procedure is not intended to address personality clashes or differences of opinion. Such issues should be managed through standard managerial processes or, where appropriate, workplace mediation. In more serious cases, the Dignity at Work Policy may be a more suitable framework.

Definition and Scope

Grievance – A formal complaint raised by an employee concerning a perceived breach of company policy, unfair treatment, or other work-related concerns.

Informal Resolution – A preliminary, less formal approach aimed at resolving concerns through open discussion, without initiating the formal grievance procedure.

Grievance Procedure

If you feel that the matter has not been resolved through initial informal discussions, or you feel unable to speak to your normal contact, you should put your grievance in writing to the Operational Board of Directors.

If you have any difficulties in putting your grievance into writing, an independent person can be appointed to assist you, if preferred.



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• Step 1: Informal Discussion

Employees are encouraged to first discuss their concerns directly with their Operational Manager if possible.

• Step 2: Formal Submission

If the issue is not resolved informally, the employee should submit a written grievance. The submission should include:

- Date(s) of the incident
- Detailed description of the grievance
- Names of the individuals involved
- Any supporting evidence or documentation
- The desired outcome or resolution

Timelines & Appeals Process

Your line manager or a Board member will call a meeting to discuss your grievance within 5 working days, or as soon as reasonably practicable thereafter on receipt of your grievance being notified and you may be represented or accompanied by a colleague of your choice.

Your line manager or member of the Operational Board will inform you of their decision and notify you of your right to appeal against the decision within 5 working days of the grievance meeting, or as soon as reasonably practicable thereafter.

If the matter is not resolved to your satisfaction, you should **appeal** in writing to the Chief Operating Officer within 5 working days of the grievance meeting decision. You will be entitled to meet with the Chief Operator to discuss the matter. You may be represented or accompanied by a colleague. The Chief Operator will give her decision within 7 working days of the appeal meeting.

The Chief Operator's decision is final.

Confidentiality and Protection

Confidentiality

All information related to a grievance will be treated as confidential and only disclosed to individuals who need the information to carry out their duties as part of the grievance process.



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Protection from Retaliation


Employees who raise grievances or participate in grievance investigations are protected from victimisation or retaliation. Any such conduct will be treated as a disciplinary matter and addressed in accordance with the Company's disciplinary procedures.

Documentation and Record Keeping

- All grievances, investigation notes, and related correspondence will be documented and securely stored.
- Records will be retained for a minimum of three years, or longer where required by law or regulatory guidance, in accordance with the Company's data protection and record-keeping policies.

Review

The effectiveness of this procedure and associated arrangements will be reviewed annually under the direct supervision of the Chief Operating Officer.

Adoption Date	Updated	Review Date	COO
08/2024	10/07/2025	01/07/2026	



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