

## Picture The Difference Grievance Procedure

**Date:** 8/09/17 Reviewed bi-annually

Regular Reviews are to be undertaken to discuss the progress being made by the Learner. The Learner shall be given opportunities to express any concerns or complaint which they may be experiencing and these shall be recorded in the review report and appropriate action undertaken.

Learners will have the opportunity to voice concerns in whatever communication format best suits the individual (voice, email, telephone, AAC etc) during sessions with their key-worker.



### Stage 1

Learners and/or parents/carers are encouraged to promptly bring incidents of concern to the attention of any member of staff who will record the incident and attempt to find a resolution. This discussion and any decisions/actions taken will be recorded.

### Stage 2

The Learner has the opportunity to report issues to a member of the leadership team if stage 1 fails to resolve their concerns. An investigation will be undertaken and the student notified of any decisions/actions taken.

### Stage 3

If the Learner remains dissatisfied with the outcome of stages 1 and 2, they will have the opportunity to contact the Contract Manager of the Funding Authority for their Programme. The name and address should then be made available to them. In this event, a report will be prepared by the Senior management and forwarded to the Contract Manager as soon as practical.

A permanent record of reported incidents will be held on the learners personal file. A second copy will be held on a central file for regular review by the leadership team and used to monitor and inform practice.

This policy will be reviewed by Senior management every twelve months.