



Procedure 6.8 Grievances and Complaints

1 The complaints procedure

Any grievances or complaints should be discussed initially with the CEO / Principal.

If the CEO / Principal is lodging the complaint, then the matter will be discussed (informally) in the first place with the Managing Director.

Should a discussion with the CEO / Principal fail to resolve the dispute, the following procedures will be followed:

- the CEO / Principal will write to the Chair of the Board of Governance, stating the grounds for the complaint
- the complainant may also write to the Chair of the Board, stating the grounds for the complaint, with a copy of the letter to the CEO / Principal for information
- in the case of a complaint from a member of staff other than the CEO / Principal, the Chair of the Board of Governance shall appoint one of the Academy's Directors and/or Senior Managers to act as an Appeals Officer
- in the case of a complaint from the CEO / Principal, the Chair of the Board shall appoint two of the Academy`s Directors to act as Appeals Officers
- the Appeals Officer(s) shall discuss the nature of the complaint with both the complainant and, where appropriate, shall obtain copies of relevant documentation. The Appeals Officer(s) will always seek to resolve the dispute by securing an agreement between complainant and the source of their grievance or complaint

2 Judgements

In reaching a judgement, the Appeals Officer may:

- agree with the complainant and require action to be taken to rectify the problem which has been identified
- not support the complainant but still require specific action to be taken by the Academy
- refuse to support the grievance or complaint

2.1 Representation

Employees have the right to be accompanied by a representative, such as a fellow employee of their choice, at any time during the appeals procedure. To exercise this right, to be accompanied, employees must make a reasonable request to the relevant officer. If a chosen representative cannot attend on the proposed date, another date can be agreed so



long as it is reasonable and is not more than five working days after the date originally proposed by the Academy.

3 Grievance procedure

The Academy recognises that, from time to time, employees may be dissatisfied with any matter relating to their work, management, colleagues, clients or students. For this reason, we provide a procedure through which these and similar issues may be addressed.

The employee must attempt informal resolution with the concerned individual prior to proceeding with a formal grievance. If informal resolution is not successful, a grievance form can be obtained from the Head of Operations. It should contain:

- a written statement of the matter being appealed
- a written statement of the solution being sought
- a brief chronological statement of the circumstances relating to the grievance
- copies of any documents that can be provided in support of the grievance
- written statements from other people that relate to the grievance

All the grievances must be deposited with the Managing Director. A minimum of 7 working days should be allowed for any action to take place.



DAL EMPLOYEE GRIEVANCE FORM

It is the purpose of the Grievance to establish a method whereby grievances of employees will be resolved fairly and effectively. The filling of grievance will no way prejudice the status of the employee. Please see Procedure 6.8 Grievance and complaints for a full description of the procedure.

EMPLOYEE: _____ DATE: _____

DEPARTMENT _____ JOB TITLE: _____

STATEMENT OF GRIEVANCE (Background/activity leading to complaint, including dates):

REMEDY REQUESTED:

EMPLOYEES SIGNATURE: _____ DATE: _____