

SKILLS EMPOWERMENT TRAINING SOLUTIONS

GRIEVANCE PROCEDURE

A grievance is a complaint. You may feel you have a complaint about your training, the people who deliver it, your employer, or our placement provider. If this is the case, you should tell your named Trainer or Assessor so that they can take action to put it right.

If after talking to your Trainer or Assessor, you are still not satisfied, you may take your grievance further. You should contact your Centre Manager. If you are still not happy, you can contact the body that is funding your training (if applicable). This could be the Local Learning and Skills Council in England and the Learning Skills in Wales or the Employment Services (ES).

If you wish, you may have another person to be with you during these discussions. On the other hand, the Funding Organisations may wish to have someone else present.

