

Grievance Policy

1. Purpose

Safe Skills Training Ltd is committed to treating people fairly and respectfully. This policy provides a clear way to raise and resolve workplace concerns promptly and appropriately.

This policy:

- Encourages early, informal resolution where possible
- Sets out a formal grievance procedure for employees
- Explains how concerns are managed for associates/subcontractors (contract management)

2. Scope

This policy applies to:

- **Employees** of Safe Skills Training Ltd (grievance procedure)
- **Associates/subcontractors** engaged by Safe Skills Training Ltd (contract management procedure)

This policy does not replace:

- The **Complaints Policy** (client/learner complaints)
- The **Appeals Policy** (assessment/qualification appeals)
- The **Safeguarding Policy** (where a safeguarding concern exists)

3. Principles

We will:

- Handle concerns fairly, promptly, and confidentially as far as possible
- Listen and seek to understand the issue and desired outcome
- Consider reasonable adjustments and accessibility needs
- Keep clear records of actions and outcomes
- Avoid victimisation of anyone raising a concern in good faith

4. What is a grievance?

A grievance is a concern, problem, or complaint raised by an employee about work or working relationships. Examples may include (not exhaustive):

- Working conditions or workload
- Working relationships and communication
- Bullying, harassment, or discrimination
- Health and safety concerns
- Concerns about how policies are applied

If the concern relates to suspected malpractice/maladministration, data protection, information security, or safeguarding, we may need to follow the relevant policy in parallel.

5. Informal resolution (employees)

We encourage employees to raise concerns early so they can be resolved quickly.

Informal steps may include:

- A private conversation to clarify what has happened and what needs to change
- Coaching or mediation (where appropriate)
- Agreeing practical actions and a review date

Informal resolution may be skipped where the concern is serious.

6. Formal grievance procedure (employees)

6.1 Submitting a formal grievance

If informal resolution is not appropriate or has not resolved the issue, an employee can submit a formal grievance in writing to andy@safeskillstraining.com.

The grievance should include:

- A clear description of the issue (what happened, dates/times where possible)
- Who is involved
- Any relevant evidence (if available)
- The outcome the employee is seeking

6.2 Acknowledgement

We will normally acknowledge receipt within **5 working days**.

6.3 Investigation

We will investigate as appropriate. This may include:

- Reviewing documents/records
- Speaking to relevant people

- Holding a grievance meeting

6.4 Grievance meeting

The employee will be invited to a meeting to discuss the grievance.

Employees may be accompanied by a colleague or trade union representative.

Reasonable adjustments will be considered to support participation.

6.5 Outcome

We will confirm the outcome in writing, normally within **15 working days** of the grievance meeting.

If more time is needed due to complexity or availability of key people, we will explain why and provide an updated timescale.

Possible outcomes may include:

- No further action
- Clarification of expectations and working arrangements
- Mediation or relationship support
- Training, supervision, or changes to processes
- Other appropriate actions to address the issue

7. Appeals (employees)

Employees can appeal the outcome of a formal grievance.

- Appeals must be submitted in writing to andy@safeskillstraining.com within **10 working days** of the outcome.
- The appeal should explain the grounds (e.g., new evidence, procedural concerns, outcome not reasonable).

Where possible, the appeal will be handled by someone not previously involved. In a small organisation this may not always be possible; in such cases, we will take extra care to ensure the appeal is considered fairly and objectively.

8. Contract management procedure (associates/subcontractors)

Associates/subcontractors are not employees. Concerns are managed through contract management.

8.1 Raising a concern

Associates should raise concerns in writing to andy@safeskillstraining.com, including:

- A clear description of the issue
- Any relevant evidence
- The outcome sought

8.2 Review and response

We will:

- Acknowledge the concern
- Review the issue and any relevant contract terms
- Arrange a discussion if helpful
- Confirm next steps in writing

Depending on the issue, outcomes may include:

- Clarification of expectations or working arrangements
- Changes to scheduling, scope, or communication processes
- Standardisation/retraining (where quality issues are involved)
- Contractual remedies in line with the associate agreement

9. Safeguarding, safety, and compliance overrides

If a grievance involves safeguarding or immediate safety risk:

- We may take immediate action to protect learners and others.
- We will follow the Safeguarding Policy and Health and Safety expectations.

If a grievance involves suspected malpractice/maladministration or serious data/information security concerns, we may also follow the relevant policy in parallel.

10. Records and confidentiality

- Grievance records are stored securely.
- Information is shared only with those who need it to manage the issue.
- Records are retained in line with our retention approach and legal requirements.

11. Equality, diversity, and reasonable adjustments

We will:

- Consider reasonable adjustments during meetings and communications
- Ensure decisions are evidence-based and fair
- Not tolerate discrimination, harassment, or victimisation

12. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if business needs or legal expectations change

Version control

Version	Date	Summary of changes
1.0	19/04/2026	First issue

Safe Skills Training Ltd Website: <https://www.safeskillstraining.com> Email: andy@safeskillstraining.com Business phone: 0330 043 4663