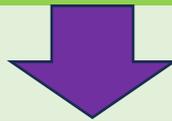


6. *The grievance/complaint procedure*

An informal approach between the learner and a member of staff is often the best way forward

➤ Issue resolved



Learners should inform a Manager or Lead of their grievance / complaint

Check:
NHC has a separate policy for handling complaints about bullying or harassment



Hold a meeting in private and remind the learner of their right to be accompanied by another member of staff

- Manager is to complete the learner grievance/complaint form



Consider a response:

- inform the learner in writing of your decision
- arrange an appeal if necessary

➤ Issue resolved



Another Manager should hold the appeal (where possible)