

Complaints Policy

AKR Growth Limited is committed to providing high-quality in the provision of education and training and high standards in carrying this out. We believe any discrimination, sexual harassment or victimisation problems are best resolved internally with this complaints procedure. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and the company.

Key Principles

- AKR Growth Limited should be receptive to genuine expressions of dissatisfaction
- Complaints should be dealt with promptly, fairly and proportionately.
- AKR Growth Limited should seek to learn from complaints that are upheld and make changes where necessary.
- Action taken as a result of complaints should help to improve the quality of training.
- In dealing with complaints, AKR Growth Limited will take account of its duty to promote equality and diversity.

Confidentiality

- Information about a complaint will only be given to people directly involved.
- Everyone involved will be advised of the need for confidentiality
- Information will be kept securely and only on an employee's file if they are disciplined.

Fairness/impartiality

- Fair treatment for all is paramount
- The complaint will be handled fairly and in good faith
- Any person complained about has the right to know the details of any allegations against them.
- Both parties will have the opportunity to give their version of events.
- No judgments will be made or action taken until all relevant information has been assessed
- Both sides are allowed support or representation
- All allegations will be investigated before a decision is made
- Complaints must be substantiated before any disciplinary action is taken

Victim Protection

- People involved in a complaint will be protected from being victimised
- Victimisation will be disciplined
- Anyone found making malicious or false complaints will be disciplined.

Our procedure

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

2. We will then investigate your complaint.
3. A Manager will contact you to discuss and hopefully resolve your complaint. This can either be over the phone or in a meeting. He/ she will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the contact, the Manager will write to you to confirm what took place and state any solutions agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director to review the complaint.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, explaining our reasons and identifying any further action that you can take.
7. If the complainant is not satisfied with the outcome of the complaint raised with the centre, they have a right to raise a complaint directly to the awarding body.

Agreement

Complaints can be settled by agreement between the people involved.

Non substantiated

If there is not enough evidence to decide if the allegations happened or were likely, no disciplinary action will be taken. We may:

- Monitor the situation
- Consider staff education or training

Disciplinary Action

If there is found to be a breach of our policy or the law we may discipline those responsible.

If the complaint is found to have been false or malicious we may discipline the person making the complaint. Untrue allegations could lead to legal action for defamation.

The level of discipline will depend on:

- The severity and frequency of the discrimination or harassment
- The weight of evidence
- Whether the behaviour was intentional or malicious
- Existence of any prior incidents or official warnings
- Whether there are any mitigating circumstances.

Discipline could involve:

- Apologising
- Warning

- Loss of promotion or wage increases for a period
- Demotion, transfer, suspension, probation
- Dismissal

Anyone who is disciplined will have a record of the complaint and the outcome placed on their employee file.

Documentation

- Records, notes or reports will:
- Be kept confidential
- Not be kept on employee files unless there is disciplinary action.
- To be filed in a confidential system with limited access.

Other Help

At anytime anyone involved in a complaint can seek union or legal advice and bring representatives to any interviews or meetings.

Complaints Policies

AKR Growth Limited has individual Complaints Policies for Staff, Learners and Business Partners / Employers. These are attached.

Approved  Approval Date: 01 Dec 2022
Managing Director
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