

## Siamo Training – Complaints, Grievances and Appeals

At Siamo Training, we endeavour to give the best service possible. However, if you feel that you have a complaint about our service or our team, please follow the below procedure:

### To make a complaint:

Inform the trainer/assessor or support coach in person of your concern if you feel comfortable to do so.

If the issue is regarding the trainer/assessor or support coach, or you don't feel comfortable with raising the issue with them, then please contact:

Melissa Hope – Head of Funding and Apprenticeships  
07834 271659  
[m.hope@siamogroup.com](mailto:m.hope@siamogroup.com)

Melissa will arrange to speak to you or meet up with you in person and will investigate and respond to your concern within 3 working days.

### How to appeal against the decision of your complaint:

If you are not happy with the decision or outcome made by Melissa, then please contact:

Alexander Hope – Director of Training  
07530 595942  
[a.hope@siamogroup.com](mailto:a.hope@siamogroup.com)

Alex will arrange to speak to you or meet up with you in person and will investigate and respond to your concern within 3 working days.

The details included in this procedure are included in all client inductions. All policies are accessible to clients in the training rooms.

### To raise a grievance

We recognise that from time to time you may wish to raise issues relating to your programme and service, or discuss matters that are causing personal concern. It is our policy to encourage free communication between our learners and Siamo Training staff to ensure that any problem or issue arising during the course of your programme can be resolved as fairly as possible, as soon as possible.

### Informal

In order to achieve a speedy resolution of any problem or issue that you may have, you should start by having an informal discussion with your allocated support coach. Having an informal discussion can quite often solve the problem. Should your grievance concern your support

coach then the matter should be raised with Melissa Hope - Funding and Quality Manager by calling 07834 271659 or emailing [m.hope@siamogroup.com](mailto:m.hope@siamogroup.com)

### **Step 1**

If the matter cannot be resolved by informal discussion or if you are not satisfied with the outcome of the informal discussion, then you must inform Melissa Hope that you wish to take the matter further and submit a formal written grievance within 14 days. You should try to explain fully the nature of your complaint and send the written grievance to Melissa.

Where you are unable to formulate a written grievance due to a disability you should see a member of senior staff who will assist you.

### **Step 2**

Every effort will be made to resolve your grievance at a formal hearing within 7 days. At the hearing, you have the right to be accompanied by a friend, a colleague or a Trade Union representative.

All grievance proceedings and records will be kept confidential.

You will receive the outcome of the hearing in writing, wherever possible within 7 days of the hearing.

### **Step 3**

Following the grievance meeting, you will be informed of the person to whom you can send a written appeal if you are still not entirely satisfied or consider you have not been fairly treated. Your written appeal should say why you are appealing against the decision and needs to be sent within 7 days of you receiving the outcome of the hearing in writing.

At the appeal hearing, you have the right to be accompanied by either a work colleague or an accredited Trade Union representative.

You will receive the outcome of the appeal hearing in writing wherever possible within 7 days of the hearing.

The decision of the person dealing with the appeal is final.

Date Renewed: June 2019

Renewal Due: June 2020

Reviewed by: Melissa Hope – Head of Funding and Apprenticeships