

HIPSTER GROUP LIMITED

GRIEVANCE & COMPLAINTS POLICY

GRIEVANCE & COMPLAINTS POLICY 2023 – 2024

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POLICY LEADS:

DANIEL PYNE (DIRECTOR)

07852 412 570

AMANDA PYNE (DIRECTOR)

07759 429 938

This Policy is Authorised by:

Name: Daniel Pyne

Role: Director

Date: 21/07/2023

Signature:

INTRODUCTION

Hipster Group Limited is fully committed to the provision of support and training within a friendly environment. Wherever possible the vast majority of concerns, complaints or grievances will be dealt with informally within the Hipster Group Limited's training centre. The Grievance or Complaints Policy is to enable all parties that are involved with Hipster Group Limited, the opportunity to lodge a grievance or complaint, in the knowledge they will be treated fairly, and their concerns will not be trivialised.

Hipster Group Limited and its training centre welcome feedback whether negative or positive and will, wherever possible, take on board complaints and use them to continuously develop and improve delivery for the benefit of learners, employers, its own employees and any other link organisations utilised for the benefit of learners.



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GRIEVANCE & COMPLAINTS POLICY

The Grievance and Complaints Policy has been produced to provide a uniform approach to dealing with grievances or complaints about Hipster Group Limited and to ensure all matters are dealt with fairly and consistently.

Grievances or Complaints referred to under this policy may be made by any of the Hipster Group Limited's employees, learners, parents, or guardians (or under 18-year-old learners), or other organisations involved in the training, assessment, and support of the company's funded learners.

This policy has been written to combat any form of prejudice or discrimination whilst dealing with grievance or complaints and to fulfil its statutory legal obligations under the:

Employment Act 2008 - covering aspects of UK employment law, including dealing with discipline and grievance issues, the enforcement of the national minimum wage, and the employment agency standards.

The Statutory ACAS Code of Practice - providing basic practical guidance on discipline and grievance handling in the workplace. The ACAS Code came into effect on 6 April 2009 and replaced the previous ACAS Code on discipline and grievance handling which was issued in 2004.

Candidate Assessment Appeals Procedure

It should be noted that Candidate Assessment Appeals are dealt with separately under the Candidate Assessment Appeals Procedure.

Persons involved - Directors

Responsibility for the detailed implementation of this policy rests with the Directors of Hipster Group Limited. In the event of a complaint, being made by one of the Directors, then the Centre Manager will be responsible for overseeing the informal stage one, another independent Director would deal with the complaint at stage two and both Directors would form a panel at stage three. The person or organisation making the complaint can choose to bring independent representation to the panel meeting at stage three. The decision of the panel is final.

Timescale

The timescale for dealing with complaints or grievances will be outlined within the Grievance and Complaints Procedure, as stated previously, Complaints must be made within 12 months of the incident or occurrence for which the complaint is being made, unless in the view of the Director there is good cause for a delay and clear evidence exists to support the delay in making a complaint. Further timescales are outlined with the procedure.

Related Documentation

Hipster Group will ensure they maintain records for the following:

Record	Purpose to record evidence of	Frequency
Grievance and Complaints	Grievance and complaints received, and the actions taken with the resulting outcomes	When a formal complaint/grievance is received.
Grievance and Complaints Form	The grievance and/or complaint an outline of the incident, any witnesses or evidence, any actions that have been taken and how the complainant would like to be resolved.	On submitting a complaint at the first stage.
Grievance and Complaints Continuation Form	Why the issue has not been resolved and what further action the company need to take to resolve the complaint. Any further evidence to uphold the complaint.	If the complaint has been dealt with at one stage – but unresolved the complainant submits to move to the next stage.
Grievance and Complaints Log	The complaint progression, including outcomes, decisions, and dates.	Logged at each stage of the complaint by the companies' personnel to record the process.
Policy awareness, acceptance, and agreement	Compliance and agreement to the grievance and complaints policy by funded centre, employees, employers, and learners (this may be within another document e.g. agreement/contact)	Once commencement of employment/working/programme. With updates as appropriate.



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Training and Induction to the Policy

Hipster Group Limited will provide personnel delivering to learners funded by the Hipster Group Limited with a copy (which may be electronic) of Hipster Group Limited's Grievance and Complaints Policy, along with thorough training/briefing, during induction to their post by an appropriate person. Further training needs will be assessed on a continued basis at an annual appraisal. Personnel will be asked to sign a declaration in acceptance and agreement with this policy.

Learners

All learners will receive a version of Hipster Group Limited's Grievance and Complaints Policy, during their induction, at the commencement of their training programme. They will be shown where the full policy can be located within the training room or via Hipster Group Limited's website. Learners will be asked to sign a declaration in acceptance and agreement with this policy.

PROCEDURE

Informal Discussion

Initially a grievance or complaint may be raised to any employed centre personnel. A possible complainant may wish to have a preliminary discussion about an issue to help decide whether they wish to take it further. The recipient of the complaint will clarify the nature of the concern and reassure them that Hipster Group Limited wants to hear about it. They may explain to the complainant how/why a situation occurred. They will also identify at this point, what sort of outcome is being sought. If the Hipster Group Limited personnel first contacted cannot deal with the matter, or it is clear it is a formal grievance or complaint he/she will make a clear note of the date, complainant's name, status, contact address, phone number, and refer to the appropriate person in line with this policy. If a satisfactory outcome is found, then no further action is taken. Where no satisfactory solution has been found then the complaint must be dealt with in line with this policy.

Complaint Made by Hipster Group Limited Personnel

Hipster Group Limited's training centre will have in place an appropriate Grievance and Complaints Policy which will, where appropriate, deal with personnel grievances or complaints.

STAGE ONE – Dealt with by the Centre Manager

Centre Personnel Notification of Complaint

- The Centre Personnel wishing to make a complaint will submit the Grievance and Complaint Form to their Centre Manager (or their representative).

Centre Response

- On receiving the form, the Centre Manager will respond within 10 working days, providing a copy of this policy and record the complaint on the Grievance and Complaint Log.
- Where a response within this time is not possible or investigations are required, the Centre Manager will inform the Centre Personnel of the reason for the delay and state a target date for their response.

Centre Investigation

- The Centre Manager (or their representative) dealing with the complaint provides an opportunity for the complainant to meet him/her to supplement information provided previously. It is made clear to the complainant that if he/she wishes, he/she may be accompanied to any meeting by a friend, relative, representative, or advocate who can speak on his or her behalf.

Centre Outcome Feedback

- On concluding investigations, the Centre Manager will inform Hipster Group Limited's Directors and the complainant of the outcome within 10 working days and finalise the Grievance and Complaint Log. The Centre Manager (or their representative) dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file



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Complainant Satisfied with the Outcome

- If a satisfactory outcome is reached within 30 days then no further action will be taken, but the person dealing with the complaint will inform Hipster Group Limited's Director that a complaint was made by a Centre's Personnel, the action/s that were taken and the improvements to be made where necessary to prevent further dissatisfaction.
- Feedback will be collected from the complainant on the way the complaint was dealt with by the quality team.

STAGE TWO – Dealt with by the Company Director

Centre Personnel 1st Notification

- If the Centre Personnel is dissatisfied with the outcome at stage one, within five working days of receiving the outcome they will inform one of the Directors, they wish to proceed to stage two.

Director Response

- Within 5 working days the Director will provide them with a Grievance Continuation form.

Centre Personnel 2nd Notification

- The centre personnel will submit a Grievance and Complaint Continuation Form to the Director within 10 working days.

Company 1st Response

- On receiving the form, the Director will respond in writing within 10 working days and record on the Grievance and Complaint Log. Where a response within this time is not possible or further investigations or evidence is required, the Director will inform the relevant parties of the calendar of dates and the reason for any delays.

Company Investigation

- The Director (and/or their representative/s) dealing with the complaint will provide an opportunity for the complainant to meet him/her to supplement information provided previously. It is made clear to the complainant that if he/she wishes, he/she may be accompanied to any meeting by a friend, relative, representative, or advocate who can speak on his or her behalf.

Company Outcome Feedback

- On concluding investigations, the Hipster Group Limited's Director will inform the complainant of the outcome in writing within 10 working days from the date of the meeting and finalise the Grievance and Complaint Log.
- Hipster Group Limited 's Director (or their representative) dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file.

Outcome Action

Complainant Satisfied with the Outcome

- If a satisfactory outcome is reached within 30 days then no further action will be taken, but the person dealing with the complaint will inform all Hipster Group Limited Directors that a complaint was made by the Centre, the action/s that were taken and the improvements to be made where necessary to prevent further dissatisfaction.
- Feedback will be collected from the complainant on the way the complaint was dealt with by the quality team.



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Complainant dissatisfied with the Outcome

- The complainant is referred to stage three
- The Directors are informed that a complaint has moved to stage three, however no information is disclosed as this could prejudice the complaints panel.

STAGE THREE – Dealt with by a Company Panel

Centre Personnel Notification

- If the Centre Personnel is dissatisfied with the outcome at stage two, within five working days of receiving the outcome they will inform Hipster Group Limited's Director dealing with the complaint at stage two they wish to proceed to stage three.

Company 1st Response

- Within 5 working days a Hipster Group Limited Director will provide them with the Grievance and Complaint Continuation Form and contact details for the nominated Chair person at stage three.

Centre Personnel 2nd Response

- The Grievance and Complaint's Form must be submitted to the nominated Chair person within 10 working days of receipt.

Company 2nd Response

- On receiving the form, the Chair person will respond in writing within 10 working days and log on the Grievance and Complaint Log. Where a response within this time is not possible or further investigations or evidence is required the Chair person will inform the Centre Personnel of the calendar of dates and the reason for any delays. Hipster Group Limited will inform the complainant in writing of the right to be accompanied to the meeting by a friend/advocate/interpreter, how the meeting will be conducted and the complainant's right to submit further written evidence to the panel.

Panel Arrangements

- The panel will consist of two Hipster Group Limited Directors (or a suitable representative appointed by the directors), and one independent person appointed to the panel.
- All members of the panel will have had no previous involvement in the complaint.
- Hipster Group Limited Directors will appoint an administrator who will minute the meeting accurately and these will be checked by the Chairperson and signed as a true record.

Meeting Aim

- The aim of the meeting is to resolve the complaint and achieve reconciliation between the complainant and the Hipster Group Limited. The chair of the panel will try to ensure the meeting is as informal as possible to prevent the complainant from feeling inhibited when speaking to the panel.
- If either side wishes to introduce previously undisclosed evidence or witnesses, it is essential that it is submitted to the panel no later than the day of the meeting. Evidence submitted after the panel meeting will not be considered.

The Meeting will allow for

- The complainant to explain their complaint
- Hipster Group Limited Director to respond to the complaint (where appropriate)
- Hipster Group Limited to question the complainant and the complainant to question Hipster Group Limited's Director about the response
- Panel members to question the complainant
- Any party to call any witnesses (subject to the approval of the Chairperson). All parties to question all witnesses
- Final statements from both the complainant and the Hipster Group Limited Chair



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- The Chair of the panel will explain to the complainant that the panel will now consider its decision, and a written decision will be sent to the complainant within 10 working days. The complainant and witnesses will then leave.

The Panel will then consider the complaint and all the evidence presented and...

- a. Reach a unanimous, or at least a majority decision on the outcome.
- b. Decide upon the appropriate action to be taken to resolve the complaint.
- c. Where appropriate, suggest recommended changes to Hipster Group Limited's systems or procedures to ensure problems of a similar nature do not happen again.

Company Outcome Feedback

- A written statement describing the final decision of the panel will be sent to the complainant.
- The Chairperson summarises onto Grievance and Complaint Log the outcome and ensures the form is fully completed.
- Hipster Group Limited 's Panel Chair dealing with the complaint keeps written records of meetings,

Outcome Action

- The person dealing with the complaint informs the Hipster Group Limited's Directors regarding the complaint that was made, and informs them, where appropriate, of any changes to Hipster Group Limited's systems or procedures to ensure problems of a similar nature do not happen again.
- The decision of the panel is final. There is no appeals process; the complainant will be informed of their right to contact external sources.
- Other possible alternative organisations that may advise the complaint (see the end of this policy)

Additional Information when Dealing with Complaints

- If the complainant fails to respond to communications within 90 days or fails to attend agreed meetings Hipster Group Limited reserve the right to end the complaint process as it will be deemed the complainant no longer actively wishes to pursue the complaint.
- If the Dispute is not resolved within 90 days after mediation commences, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the Dispute shall be finally resolved by the courts of England and Wales.

COMPLAINT MADE BY LEARNER (or their representative when under 18)

Grievances or complaints from learners which may be, for example, regarding Hipster Group Limited training centre, their personnel and/or training issues.

STAGE ONE – Dealt with by the Centre Manager

Notification of Complaint by Learner (and/or parent/guardian for under 18-year-old learners)

- The Learner (and/or parent and guardian for under 18-year-old learners) wishing to make a complaint will submit the Grievance and Complaint Form to their Centre Manager (or their representative) (the form can be requested if the Learner cannot access it directly).

Centre Response

- On receiving the form, the Centre Manager will respond within 10 working days, providing a copy of this policy and record the complaint on the Grievance and Complaint Log.
- Where a response within this time is not possible or investigations are required, the Centre Manager will inform the Learner of the reason for the delay and state a target date for their response.

Centre Investigation



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- The Centre Manager (or their representative) dealing with the complaint provides an opportunity for the complainant to meet him/her to supplement information provided previously. It is made clear to the complainant that if he/she wishes, he/she may be accompanied to any meeting by a friend, relative, representative, or advocate who can speak on his or her behalf.

Centre Outcome Feedback

- On concluding investigations, the Centre Manager will inform Hipster Group Limited's Director and the complainant of the outcome within 10 working days and finalise the Grievance and Complaint Log. The Director (or their representative) dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file.

Outcome Action

Complainant satisfied with the Outcome

- If a satisfactory outcome is reached within 30 days then no further action will be taken, but the person dealing with the complaint will inform Hipster Group Limited's Director that a complaint was made by a Centre's Personnel, the action/s that were taken and the improvements to be made where necessary to prevent further dissatisfaction.
- Feedback will be collected from the complainant on the way the complaint was dealt with by the quality team.

Complainant dissatisfied with the Outcome

- The complainant is referred to stage two
- The Directors are informed that a complaint has moved to stage two; however, no information is disclosed as this could prejudice the complaint's panel (if necessary).

STAGE TWO – Dealt with by the Company Director

Notification of Complaint by Learner (and/or parent/guardian for under 18-year-old learners)

- If the Learner is dissatisfied with the outcome at stage one, within five working days of receiving the outcome they will inform the Centre Manager, they wish to proceed to stage two.

Director Response

- Within 5 working days the Director will provide them with a Grievance Continuation form.

Learner 2nd Notification

- The centre personnel will submit a Grievance and Complaint Continuation Form to the Director within 10 working days.

The Company 1st Response

- On receiving the form, the Director will respond in writing within 10 working days and record on the Grievance and Complaint Log. Where a response within this time is not possible or further investigations or evidence is required, the Company Director will inform the learner of the calendar of dates and the reason for any delays.

Company Investigation

- Hipster Group Limited's Director (and/or their representative/s) dealing with the complaint will provide an opportunity for the complainant to meet him/her to supplement information provided previously. It is made clear to the complainant that if he/she wishes, he/she may be accompanied to any meeting by a friend, relative, representative, or advocate who can speak on his or her behalf.

Company Outcome Feedback



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- On concluding investigations, Hipster Group Limited's Director will inform the complainant of the outcome in writing within 10 working days from the date of the meeting and finalise the Grievance and Complaint Log.
- Hipster Group Limited's Director (or their representative) dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file.

Outcome Action

Complainant Satisfied with the Outcome

- If a satisfactory outcome is reached within 30 days then no further action will be taken, but the person dealing with the complaint will inform all Hipster Group Limited Directors that a complaint was made by the Centre, the action/s that were taken and the improvements to be made where necessary to prevent further dissatisfaction.
- Feedback will be collected from the complainant on the way the complaint was dealt with by the quality team.

Complainant dissatisfied with the Outcome

- The complainant is referred to stage three
- The Directors are informed that a complaint has moved to stage three, however no information is disclosed as this could prejudice the complaints panel

STAGE THREE – Dealt with by a Company Panel

Notification of Complaint by Learner (and/or parent/guardian for under 18-year-old learners)

- If the Learner is dissatisfied with the outcome at stage two, within five working days of receiving the outcome they will inform the Director dealing with the complaint at stage two they wish to proceed to stage three.

Company 1st Response

- Within 5 working days the Director will provide them with the Grievance and Complaint Continuation Form and contact details for the named company Chairperson at stage three.

Learner 2nd Response

- The Grievance and Complaint's Form must be submitted to the named Chairperson within 10 working days of receipt.

Company 2nd Response

- On receiving the form, the Chairperson will respond in writing within 10 working days and log on the Grievance and Complaint Log. Where a response within this time is not possible or further investigations or evidence is required the Chairperson will inform the Centre Personnel of the calendar of dates and the reason for any delays. Hipster Group Limited will inform the complainant in writing of the right to be accompanied to the meeting by a friend/advocate/interpreter, how the meeting will be conducted and the complainant's right to submit further written evidence to the panel.

Panel Arrangements

- The panel will consist of two Hipster Group Limited Directors (or a suitable representative appointed by the directors) and one independent person appointed to the panel.
- All members of the panel will have had no previous involvement in the complaint.
- Hipster Group Limited's Directors will appoint an administrator who will minute the meeting accurately and these will be checked by the Chairperson and signed as a true record.
- The aim of the meeting is to resolve the complaint and achieve reconciliation between the complainant and Hipster Group Limited. The chair of the panel will try to ensure the meeting is as informal as possible to prevent the complainant from feeling inhibited when speaking to the panel.



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- If either side wishes to introduce previously undisclosed evidence or witnesses, it is essential that it is submitted to the panel no later than the day of the meeting. Evidence submitted after the panel meeting will not be considered.

The Meeting will allow for

- The complainant to explain their complaint
- Hipster Group Limited's Director to respond to the complaint (where appropriate)
- Hipster Group Limited to question the complainant and the complainant to question Hipster Group Limited's Director about the response
- Panel members to question the complainant
- Any party to call any witnesses (subject to the approval of the Chairperson). All parties to question all witnesses
- Final statements from both the complainant and the Chairperson
- The Chair of the panel will explain to the complainant that the panel will now consider its decision, and a written decision will be sent to the complainant within 10 working days. The complainant and witnesses will then leave.

The Panel will then consider the complaint and all the evidence presented and...

- a. Reach a unanimous, or at least a majority decision on the outcome.
- b. Decide upon the appropriate action to be taken to resolve the complaint.
- c. Where appropriate, suggest recommended changes to Hipster Group Limited's systems or procedures to ensure problems of a similar nature do not happen again.

Company Outcome Feedback

- A written statement describing the final decision of the panel will be sent to the complainant.
- The Chairperson summarises onto Grievance and Complaint Log the outcome and ensures the form is fully completed.
- The Company Panel Chair dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file

Outcome Action

- The person dealing with the complaint informs Hipster Group Limited Directors regarding the complaint that was made, and informs them, where appropriate, of any changes to Hipster Group Limited's systems or procedures to ensure problems of a similar nature do not happen again.
- The decision of the panel is final. There is no appeals process; the complainant will be informed of their right to contact external sources.
- Other possible alternative organisations that may advise the complaint (see the end of this policy)

Additional Information when Dealing with Complaints

- If the complainant fails to respond to communications within 90 days or fails to attend agreed meetings Hipster Group Limited reserve the right to end the complaint process as it will be deemed the complainant no longer actively wishes to pursue the complaint.
- If the Dispute is not resolved within 90 days after mediation commences, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the Dispute shall be finally resolved by the courts of England and Wales.

COMPLAINT MADE BY EMPLOYER OR OTHER PARTNER

Complaints or grievances by partner organisations of learners on Hipster Group Limited's Funded Training are initially dealt with by the Centre Manager/Director.



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Hipster Group Limited's Director will deal with stage two and the Company Panel will oversee stage three. In the event of the complaint being against Hipster Group Limited's Director, stage one will be dealt with by the Centre Manager, stage two by an alternative Hipster Group Limited Director appointed by the Company and stage three will be dealt with by the Company panel.

STAGE ONE – Dealt with by the Centre Manager

Notification of Complaint by the Employer or Partner

- The Partner wishing to make a complaint will submit the Grievance and Complaint Form to their Centre Manager (or their representative) (the form can be requested if the Learner cannot access it directly).

Centre Response

- On receiving the form, the Centre Manager will respond within 10 working days, providing a copy of this policy and record the complaint on the Grievance and Complaint Log.
- Where a response within this time is not possible or investigations are required, the Centre Manager will inform the Employer/Partner of the reason for the delay and state a target date for their response

Centre Investigation

- The Centre Manager (or their representative) dealing with the complaint provides an opportunity for the complainant to meet him/her to supplement information provided previously. It is made clear to the complainant that if he/she wishes, he/she may be accompanied to any meeting by a friend, relative, representative, or advocate who can speak on his or her behalf.

Centre Outcome Feedback

- On concluding investigations, the Centre Manager will inform their Hipster Group Limited Director and the complainant of the outcome within 10 working days and finalise the Grievance and Complaint Log. The Director (or their representative) dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file.

Outcome Action

Complainant satisfied with the Outcome

- If a satisfactory outcome is reached with 30 days then no further action will be taken, but the person dealing with the complaint will inform their Hipster Group Limited Director who will cascade to all Directors that a complaint was made by a Centre's Personnel, the action/s that were taken and the improvements to be made where necessary to prevent further dissatisfaction.
- Feedback will be collected from the complainant on the way the complaint was dealt with by the quality team.

Complainant dissatisfied with the Outcome

- The complainant is referred to stage two
- The directors are informed that a complaint has moved to stage two; however, no information is disclosed as this could prejudice the complaint's panel (if necessary).

STAGE TWO – Dealt with by the Company Director

Notification of Complaint by the Employer or Partner

- If the Employer/Partner is dissatisfied with the outcome at stage one, within five working days of receiving the outcome they will inform the Centre Director, they wish to proceed to stage two.

Director Response

- Within 5 working days the Director will provide them with a Grievance Continuation form.



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Employer/Partner 2nd Notification

- The centre personnel will submit a Grievance and Complaint Continuation Form to the Director within 10 working days.

The Company 1st Response

- On receiving the form, the Director will respond in writing within 10 working days and record on the Grievance and Complaint Log. Where a response within this time is not possible or further investigations or evidence is required, Hipster Group Limited's Director will inform the partner/employer of the calendar of dates and the reason for any delays.

Company Investigation

- Hipster Group Limited's Director (and/or their representative/s) dealing with the complaint will provide an opportunity for the complainant to meet him/her to supplement information provided previously. It is made clear to the complainant that if he/she wishes, he/she may be accompanied to any meeting by a friend, relative, representative, or advocate who can speak on his or her behalf.

Company Outcome Feedback

- On concluding investigations, the companies Director will inform the complainant of the outcome in writing within 10 working days from the date of the meeting and finalise the Grievance and Complaint Log.
- Hipster Group Limited's Director (or their representative) dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file.

Outcome Action

Complainant satisfied with the outcome

- If a satisfactory outcome is reached within 30 days then no further action will be taken, but the person dealing with the complaint will inform all Hipster Group Limited Directors that a complaint was made by the Centre, the action/s that were taken and the improvements to be made where necessary to prevent further dissatisfaction.
- Feedback will be collected from the complainant on the way the complaint was dealt with by the quality team.

Complainant dissatisfied with the Outcome

- The complainant is referred to stage three
- The Directors are informed that a complaint has moved to stage three, however no information is disclosed as this could prejudice the complaints panel

STAGE THREE – Dealt with by a Company Panel

Notification of Complaint by the Employer or Partner

- If the Employer/Partner is dissatisfied with the outcome at stage two, within five working days of receiving the outcome they will inform the Director dealing with the complaint at stage two they wish to proceed to stage three.

Company 1st Response

- Within 5 working days the Director will provide them with the Grievance and Complaint Continuation Form and contact details for the named company Panel Chair at stage three.

Employer/Partner 2nd Response

- The Grievance and Complaint's Form must be submitted to the named Panel Chair Director within 10 working days of receipt.



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Company 2nd Response

- On receiving the form, the Panel Chair will respond in writing within 10 working days and log on the Grievance and Complaint Log. Where a response within this time is not possible or further investigations or evidence is required the Panel Chair will inform the Centre Personnel of the calendar of dates and the reason for any delays. Hipster Group Limited will inform the complainant in writing of the right to be accompanied to the meeting by a friend/advocate/interpreter, how the meeting will be conducted and the complainant's right to submit further written evidence to the panel.

Panel Arrangements

- The panel will consist of two Hipster Group Limited Directors (or a suitable representative appointed by the Directors) and one independent person appointed to the panel.
- All members of the panel will have had no previous involvement in the complaint.
- Hipster Group Limited's Directors will appoint an administrator who will minute the meeting accurately and these will be checked by the Chairperson and signed as a true record.
- The aim of the meeting is to resolve the complaint and achieve reconciliation between the complainant and the Hipster Group Limited. The chair of the panel will try to ensure the meeting is as informal as possible to prevent the complainant from feeling inhibited when speaking to the panel.
- If either side wishes to introduce previously undisclosed evidence or witnesses, it is essential that it is submitted to the panel no later than the day of the meeting. Evidence submitted after the panel meeting will not be considered.

Meeting Aim

- The aim of the meeting is to resolve the complaint and achieve reconciliation between the complainant and the Hipster Group Limited. The chair of the panel will try to ensure the meeting is as informal as possible to prevent the complainant from feeling inhibited when speaking to the panel.
- If either side wishes to introduce previously undisclosed evidence or witnesses, it is essential that it is submitted to the panel no later than the day of the meeting. Evidence submitted after the panel meeting will not be considered.

The Meeting will allow for

- The complainant to explain their complaint
- Hipster Group Limited's Director to respond to the complaint (where appropriate)
- Hipster Group Limited to question the complainant and the complainant to question the Hipster Group Limited's Director about the response
- Panel members to question the complainant
- Any party to call any witnesses (subject to the approval of the Chairperson). All parties to question all witnesses
- Final statements from both the complainant and the Company Chair
- The Chair of the panel will explain to the complainant that the panel will now consider its decision, and a written decision will be sent to the complainant within 10 working days. The complainant and witnesses will then leave.

The Panel will then consider the complaint and all the evidence presented and...

- a. Reach a unanimous, or at least a majority decision on the outcome.
- b. Decide upon the appropriate action to be taken to resolve the complaint.
- c. Where appropriate, suggest recommended changes to Hipster Group Limited's systems or procedures to ensure problems of a similar nature do not happen again.

Company Outcome Feedback

- A written statement describing the final decision of the panel will be sent to the complainant.
- The Chairperson summarises onto Grievance and Complaint Log the outcome and ensures the form is fully completed.



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- The Company Panel Chair dealing with the complaint keeps written records of meetings, telephone conversations and other documentation – within a file

Outcome Action

- The person dealing with the complaint informs Hipster Group Limited Directors regarding the complaint that was made, and informs them, where appropriate, of any changes to Hipster Group Limited's systems or procedures to ensure problems of a similar nature do not happen again.
- The decision of the panel is final. There is no appeals process; the complainant will be informed of their right to contact external sources.
- Other possible alternative organisations that may advise the complaint (see the end of this policy)

Additional Information when Dealing with Complaints

- If the complainant fails to respond to communications within 90 days or fails to attend agreed meetings Hipster Group Limited reserve the right to end the complaint process as it will be deemed the complainant no longer actively wishes to pursue the complaint.
- If the Dispute is not resolved within 90 days after mediation commences, or either party fails to participate or to continue to participate in the mediation before the expiration of the said period of 90 days, or the mediation terminates before the expiration of the said period of 90 days, the Dispute shall be finally resolved by the courts of England and Wales.

Summary of Stages for Handling Complaints
<p style="text-align: center;"><u>Stage One – Refer to Policy Procedures for Responsibilities</u></p> <p style="text-align: center;">Expression of concern to Hipster Group Limited</p> <p style="text-align: center;">Complaint notified on Grievance and Complaints Form</p> <p style="text-align: center;">Satisfactory Outcome reached?</p> <p style="text-align: center;">Yes, No further action No, Proceed to Stage wo</p>
<p style="text-align: center;"><u>Stage 2 – Hipster Group Limited Director Investigation</u></p> <p style="text-align: center;">Written complaint on Grievance and Complaint Continuation Form to Hipster Group Limited Director</p> <p style="text-align: center;">Investigation conducted and reported to complainant</p> <p style="text-align: center;">Satisfactory Outcome Reached?</p> <p style="text-align: center;">Yes, No Further Action No, Proceed to Stage 3</p>
<p style="text-align: center;"><u>Stage Three – Hipster Group Limited Panel Review</u></p> <p style="text-align: center;">Formal written complaint on Grievance and Complaint Continuation Form</p> <ul style="list-style-type: none">- To the Hipster Group Limited's Panel Chair- The Hipster Group Limited's Complaints Panel <p style="text-align: center;">Final outcome reached</p>



HIPSTER GROUP LIMITED

GRIEVANCE & COMPLAINTS POLICY

Stage 4 – Contact ESFA

You should email complaints to complaints.esfa@education.gov.uk, or put them in a letter to:
Customer Service Team,
Education and Skills Funding Agency,
Cheylesmore House,
Quinton Road,
Coventry,
CV1 2WT

Monitoring, Review and Evaluation

Monitoring of Process and Information Hipster Group Limited Directors, if commenced, will monitor the Grievance and Complaints Procedure. In the case of a Grievance or Complaint about either of the aforementioned, another Director will monitor the process and the Company Quality Team on the behalf of the Directors will be involved in the monitoring process.

Impact Assessment

This policy will be impact assessed for equality and diversity and records will be maintained.

Safeguarding

This policy will be reviewed to ensure it fully safeguards learners, funded personnel, and other partners in relation to their levels of safety, health, achievement, enjoyment, contribution, and wellbeing.

Monitoring of Documentation and Policy

Hipster Group Limited's Quality Team will review this policy and documentation annually. Updates and communications will be notified to employers of all relevant reviews and any specific outcomes from the reviews, where appropriate). The updated policy will be submitted to Hipster Group Limited's Directors for approval/ratification. The completed policy will then be displayed for learner access and issued to all employers and Hipster Group Limited personnel if amendments have been made. Where possible it will also be available to access through the company website.

Learner or centre personnel who are not satisfied with the action taken by the Hipster Group Limited and feel it right to question the matter further, s/he may consider the following possible contact points:

- Education and Skills Funding Agency
- ACAS
- The Equality and Human Rights Commission
- The employee's Trade Union
- The Citizens Advice Bureau and/or law centre/firm
- Relevant professional bodies or regulatory organisations

