

# CABLECOM TRAINING LTD COMPLAINTS & GREIVANCE PROCEDURE

## Complaints Procedure

### What to do if you are being harassed by someone at CableCom Training Ltd

- Talk to someone you trust, a friend, someone at home, a member of staff - Get Support.
- Keep a diary of events.
- If you feel able, go to the person harassing you and tell them to stop. Be specific so that the person knows exactly what you want changed. If you want, take someone with you for support.
- Show the person harassing you this document so that they understand CableCom Training Ltd's position on harassment.

If the above does not lead to a satisfactory outcome, then a formal complaint should be made to the Managing Director. It will be his responsibility to ensure that the reported incident is properly recorded and documented. The victim/reporter may use a tutor/assessor or other representative to help convey his/her complaint if desired.

The level of investigation will be determined by the senior management team, taking into account the nature of the incident, the victim/reporter's wishes and the position of the alleged perpetrator. In cases of sexual harassment female or male (as appropriate) members of staff will be available for support and guidance as well as take part in the investigation.

Two confidential meetings will be arranged:

- Firstly, with the person making the complaint, who will be asked to make a full statement normally supported by a written statement.
- Secondly, with the alleged harasser.

The purpose of these confidential meetings is to establish whether harassment has taken place, to stop the harassment and to consider whether disciplinary action is necessary.

Both parties will be informed of the outcome of the investigation and of the action recommend action.

Both parties, if dissatisfied with the outcome or the action taken, have the right of appeal to the managing Director. They must inform the Managing Director of their intention to appeal within ten days of the outcome of the meetings.

## Grievance Procedure

It is the policy of the Company to establish and maintain a positive and harmonious working environment. Employees are encouraged and expected to resolve any grievance on a day-to-day basis and through their immediate superior in an informal manner.

### 1<sup>st</sup> Stage - Informal interview with Manager

The employee shall initially discuss any grievance with their Supervisor/ Manager. The Manager shall respond with a decision on the grievance within three working days.

### 2<sup>nd</sup> Stage - Formal interview with Manager

If the employee is not satisfied with the outcome of the 1<sup>st</sup> stage, they will request an interview with their Manager. The interview will be held within three working days of the request being made. The Manager will give their decision within three working days.

### 3<sup>rd</sup> Stage - In writing to Managing Director

If the employee is not satisfied with the outcome of 2<sup>nd</sup> Stage the parties may take the matter further by stating their case in writing to the CEO. Any decision will be confirmed to all involved in writing within three working days. This decision will be final.

This policy has been endorsed by Clive Donnison (MD) and has the full support of the management/board.

The policy was approved on 01 Apr 2009, following consultation with senior management and workers.

Signature: *C. Donnison*

Date: 01/04/09