



Oracle Training Consultants Ltd Grievance Policy and Procedure

We aim to make your experience with Oracle a productive and pleasant one.

Should there be any cause for grievance concerning your experience of being at work working with Oracle Training Consultants then the management ask that you should follow this procedure:

Firstly, try to deal with it yourself, with the person/s concerned, as diplomatically as possible. If you are unable to do this, or are dissatisfied with the response you have received, then speak directly to your deliverer, employer liaison or line manager.

If the discussion with your deliverer, employer liaison or line manager is still unsatisfactory you should take your grievance directly to one of the Directors.

Any complaint/grievance can be given in person or through an email or letter.

The grievance procedure is a safeguard for any person who works, learns or visits Oracle Training Consultants. The matter, however trivial, if brought to the attention of the staff or managers will be dealt with in the utmost confidence and as quickly as possible.

If a learner has a problem then they will discuss this with their deliverer who will record the grievance on an ILP update as an action and will be followed up by a line manager.

If a member of staff has a grievance they will bring it to the attention of their line manager but if it is the manager the grievance is with, they will go straight to one of the two directors.

Employers who may have a grievance should speak directly to their employer liaison officer but if it is the officer the grievance is with, they will go straight to a senior manager or a director.

A member of the public will generally bring it to the attention of which ever department they are visiting and this will be dealt with by the most appropriate person and recorded and brought to the managers' attention.

All grievances will be dealt with as quickly as possible but a 7 day turn round is the most realistic time span to allow all parties to be able to put their views forward.