

## **ZB Complaint and Grievance Policy**

### **1. Purpose**

This Complaint and Grievance Policy aims to provide a fair and transparent process for addressing and resolving complaints and grievances raised by attendees of our coaching, training, and workshops. This policy aims to create a positive learning environment and ensure that all concerns are handled promptly and respectfully.

### **2. Scope**

This policy applies to all coaching clients, attendees of workshops, and delegates enrolled in courses or programs offered by Zebra Blue. It covers any concerns related to the training, services, interactions, or any other learning experiences.

### **3. Definition of Complaint and Grievance**

- **Complaint:** A formal expression of dissatisfaction by a client or delegate about any aspect of the training or services provided by Zebra Blue.
- **Grievance:** A more serious concern or dispute that cannot be resolved through informal means and requires a formal process for resolution.

### **4. Informal Resolution**

It is encouraged that students attempt to resolve their concerns through informal means before filing a formal complaint or grievance. An informal resolution could involve discussing the issue with the Director of Education. Many concerns can be resolved at this stage.

### **5. Formal Complaint or Grievance Procedure**

If an issue cannot be resolved informally, the following steps outline the formal process for submitting a complaint or grievance:

#### **Step 1: Submission of Complaint/Grievance**

- The client/delegate must submit a written complaint or grievance using the official Complaint and Grievance Form.
- The client/delegate should clearly state the nature of the complaint or grievance, the individuals involved, and any supporting documentation, if available.

#### **Step 2: Review and Acknowledgment**

- The administrative office will acknowledge receipt of the complaint/grievance within five working days.
- An impartial designated staff member will be assigned to review the case.

#### **Step 3: Investigation**

- The designated staff member will conduct a thorough investigation, which may involve gathering information from all relevant parties.
- The client/delegate and any individuals involved may be asked to provide additional information or statements.

#### **Step 4: Resolution**

- The designated staff member will propose a resolution within five working days of completing the investigation.
- The proposed resolution will be communicated in writing to the client/delegate.

#### **Step 5: Appeal**

- If the client/delegate is dissatisfied with the proposed resolution, they can appeal within five working days.
- The appeal should be submitted in writing, outlining the reasons for the request and any additional evidence.

#### **Step 6: Final Decision**

- An appeals panel composed of independent individuals will review the case and make a final decision.
- The final decision will be communicated to the client/delegate within ten working days.

#### **6. Confidentiality**

All parties involved in the complaint or grievance process, including the client/delegate, staff members, and witnesses, must maintain confidentiality throughout and after the process.

#### **7. Non-Retaliation**

No client/delegate will face retaliation for raising a complaint or grievance in good faith. Retaliation against any party involved is strictly prohibited and will be treated as a separate violation.

#### **8. Record Keeping**

All documentation related to the complaint or grievance process will be maintained confidentially and securely per Zebra Blue data protection policies.

#### **9. Policy Review**

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates will be made to reflect changes in regulations or best practices.

#### **10. Contact Information**

For inquiries about this policy or the complaint/grievance process, please contact Michele Wickham, MD of Zebra Blue, at [michele@zebrablue.co.uk](mailto:michele@zebrablue.co.uk).

**Zebra Blue is committed to providing a supportive and respectful learning environment. We encourage all clients/delegates to voice their concerns and grievances in line with this policy to help us maintain the quality of our programs and services.**