



## COMPLAINTS PROCEDURE FOR SKILLS & MORE ACTIVITY CAMPS

Career Seekers Direct ('CSD') are the company delivering the Skills and More Activities. As a company we always seek to deliver the highest level of service, take any complaints raised seriously and look to resolve them as soon as possible.

In the event that any of our employees or customers would like to complain about any aspect of service, the following process should be followed.

If possible, the Complainant should initially raise the issue with the Site Manager on duty.

If they are not happy with the response or suggested action to be taken please report the matter in writing to Eva Harrison (CEO/Founder) at [hello@skillsandmore.co.uk](mailto:hello@skillsandmore.co.uk)

Please provide as much detail as possible to help us to resolve the issue as soon as possible. The complaint will be acknowledged in D + 2 and we will aim to resolve it in D + 5.

If the complaint is in relation to discriminatory behaviour the report should include:

(a) details of what occurred; (b) details of when and where the occurrence took place; (c) any witness details and copies of any witness statements; (d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed); (e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and (f) an indication as to the desired outcome.

2. If the complaint is in relation to an employee of CSD and the complaint is in relation to discriminatory behaviour, CSD will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.

3 If the person accused of discriminatory behaviour is a non-employee of Career Seekers Direct, then Eva Harrison

3.1 will request that both parties to the complaint submit written evidence regarding the incident(s);

3.2 may decide (at her sole discretion) to uphold or dismiss the complaint without holding a hearing;

3.3 may (at her sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;

3.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):

(a) warn as to future conduct; (b) exclude, either temporarily or permanently;



3.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

3.6 Either party may appeal a decision of by CSD (including a decision not to hold a hearing) by writing to the Career Seekers Direct Director (if appropriate) within 3 months of the decision being notified to that party.

4. If the nature of the complaint is regard to Eva Harrison, the complainant has the right to report the discrimination or harassment directly to the relevant County.

#### Staying Informed

You will be contacted by the person investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained and may vary depending on the nature of the complaint. The person investigating will inform you of the outcome within 28 days of the date the complaint was made.

Signed: E HARRISON

Name/Position: EVA HARRISON CEO/Founder CAREER SEEKERS DIRECT

Date: JULY 2021

Policy Reviewed: 19<sup>th</sup> May 2021

Reviewed By: Neil Adams Business Development & Quality Manager

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