

Grievance Application Form

*In accordance with **Arbortrim's** Code of Practice, participants have the right to lodge any grievance that they may have:*

PERSONAL DETAILS:

FULL NAME: **DATE:**..... /..... /.....

ADDRESS: **POSTCODE:**

PHONE-Business: **PHONE - Home:**

COURSE/MODULE UNDERTAKEN:

COURSE - Name: **COURSE - Date:**

VENUE: **TRAINER:**

CIRCUMSTANCES OF GRIEVANCE:

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1. RECONCILIATION - INTERVIEW:

Grievance discussed with: (name of initial person contacted)		Date:	/ /
Details of Reconciliation:			
Are you satisfied with this Reconciliation?	YES / NO	Signed – Participant: Date:	/ /
		Signed – Instructor: Date:	/ /
Further interview required with Arbortrim management:	YES / NO	Interview – date/ time:	/ /

2. ARBITRATION INTERVIEW (if required):

Interview with Arbortrim Representative:		Date:	/ /
Trainer present:	YES / NO	Trainer's Name:	
Details of Arbitration:			

Are you satisfied with this Arbitration?	<i>YES / NO</i>	Signed – Participant: Date:	/ /
Signed – Arbortrim Representative: Date:	/ /	Signed – Instructor: Date:	/ /
Further action required with External mediator?	<i>YES / NO</i>	Interview – date/ time:	/ /
Signed by Chief Executive:		Date:	/ / .
<p><u>Procedure:</u></p> <p>Initial contact – take down all relevant information that is required in this form and give it to the Training Manager.</p> <p>Tell the student that they have the right to appeal to an independent adjudicator if they feel that they are not satisfied with our response to their complaint.</p> <p>Record this complaint as an Improvement Request, including what you may have done to fix the problem and what was the student’s reaction to the corrective action.</p> <p>This form is to be attached together with the written and signed consensus and the original Improvement Request Form and then given to the Training Manager. (Give a copy of the grievance form to the student).</p>			