



COMPLAINTS PROCEDURE FOR SKILLS & MORE ACTIVITY CAMPS

In the event that any employee, participant or visitor has suffered discrimination or harassment in any way, or that Career Seekers Direct policies, rules or code of conduct have been broken, they should follow the procedures below.

1. The Complainant should report the matter in writing to Eva Harrison at enquiries@careerseekersdirect.co.uk.
2. Skills and More is a service provided by Career Seekers Direct.
3. 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 person accused of discriminatory behaviour is an employee, self-employed or volunteer of Career Seekers Direct, it 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.

3.5 Either party may appeal a decision of by Career Seekers Direct (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 or OFSTED.

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 DIRECTOR CAREER SEEKERS DIRECT

POLICY AMMENDED BY: NEIL ADAMS - CSD QUALITY MANAGER

Date: 16TH SEPTEMBER 2020