

## **WORK & GROW COMPLAINT POLICY**

### **1. SCOPE OF POLICY**

This policy seeks to set out the complaint and appeal process should a coachee, client and/or client organisation be dissatisfied with the coaching programme, completed.

### **2. BUSINESS ENGLISH IN OUR COACHING PROGRAMMES**

It is a minimum criterion for any Work&Grow coaching programme delivered that the coachee participates in English. We recognise that some coachees may have English as a second language, used primarily for business purposes. Those coachees who don't possess a fluent, business level of English language, will be consulted on a case-by-case basis to explore their specific needs during the programme and we will aim to accommodate from within our Work&Grow coaching faculty.

### **3. PRINCIPLES OF POLICY**

If a coachee, client, client organisation is dissatisfied with any element of the coaching programme, in the first instance they should raise this with their coach. We will seek to immediately resolve the issue. However, if we're unable to resolve the issue then a formal complaint can be raised.

If a coachee is dissatisfied with a decision, they have the right to appeal.

There are 3-stages in the complaint process and each stage must be exhausted before progressing to the next. Coachees are advised to retain copies of any communication, materials, information they provide, as they're going to be needed in the appeal.

### **4. COMPLAINT PROCESS**

The process for raising a formal complaint is explained below:

1. The coachee should first discuss their complaint with their coach. They should explain their complaint, their feedback and aim to resolve the issue direct with their coach.
2. If the coach and coachee can't resolve, the coachee can escalate their complaint to the Work&Grow Head Coach. The coachee should share the conversation which has taken place between themselves and their coach, what their ongoing concern is and their desired outcome. If the Head Coach can't resolve the issue then it will be escalated to the Chief Executive of Work&Grow to be heard by them.
3. At this third and final stage, we will hear feedback from both coach, coachee, client and the Chief Executive will share with all parties their resolution. This will be the final decision.

At all stages in the process evidence should be presented to support the case from both parties.

Decision, feedback, lessons learned will be put in writing to all parties.

**5. VERSION CONTROL**

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