

Procedure: **Learner Grievance Procedure**

Procedure Ref: **SS/PT/PRO/002**

Approved By: **Karen Wilson**

Responsible: **Irene Farragher**

Last review date: **06/10/2026**

Next review date: **11/04/2027**

Approval date: **14/04/2025**

1. Purpose

The aim of this procedure is to resolve the grievances of learners as efficiently, promptly and equitably as possible.

2. Scope

The procedure applies to all learners at Lakes College

The procedure is intended to apply to learner grievances which cannot be resolved by using other relevant procedures e.g. equal opportunities, bullying and harassment (learners), learner appeals, and complaints.

3. Responsibility

The responsibility for the effective operation of this procedure is the Director of Student Services.

4. Procedure

- 4.1 If the grievance relates to a disciplinary matter, it will be dealt with in accordance with the college disciplinary procedure.
- 4.2 If the learner wants an advocate at any stage, the learner can request support from Student Services,

The stages of the process are outlined below:

Stage One

- 4.3 Where a learner has a grievance, the matter should be brought to the attention of the learner's Welfare and Wellbeing Coach.
- 4.4 The Welfare and Wellbeing Coach will investigate the theme of the grievance and attempt to resolve the matter informally, if possible.
- 4.5 The Welfare and Wellbeing Coach gives a verbal reply (unless one is requested in writing) normally within 5 working days. Information surrounding the issue will be recorded on the central pastoral system.
- 4.4 If the matter takes longer to investigate, the learner is given an update within 5 working days and given an estimate of the time needed.
- 4.5 If the learner is satisfied with the outcome, the procedure is concluded.
- 4.6 If the learner is not satisfied with the outcome, or if the grievance involves the learner's Progress and Welfare Coach, the learner proceeds to the next stage.

Stage Two

- 4.7 The Director of Student Services investigates the grievance and attempts to resolve the matter. A written decision is made to all parties normally within 5 working days. Information surrounding the issue will be recorded on the central pastoral system.
- 4.8 If the matter takes longer to investigate, the learner is given an update within 5 working days and given an estimate of the time needed.
- 4.9 If the learner is satisfied with the outcome, the procedure is concluded
- 4.10 If the learner is not satisfied with the outcome the issue will proceed to Stage 3.

Stage Three

- 4.11 The learner presents their grievance to the Vice Principal providing written detail to support the discussion.
- 4.12 The Vice Principal investigates the grievance via a joint meeting of all concerned. All parties are then advised in writing of what action, if any is to be taken. Information surrounding the issue will be recorded on the central pastoral system

4.13 The decision in 4.12 will be final.

Reference to Other Procedures/Policies

[Single Equality Policy](#)

[Bullying and Harassment - Learners.docx](#) (Learners)

[Student Appeals Policy](#)

[Complaint Form](#)

Initial Screening for Equality Impact Assessment (including Safeguarding)

To be completed prior to a Policy or Procedure being introduced and at each review.

Name of Policy/Procedure:	
Is this a new or existing policy/procedure? ☐ New ☒ Existing	
1. To ensure that the policy / procedure complies with the Equality Act 2010, which of the listed categories could be impacted by the policy / procedure? (The categories follow the College Single Equality Policy, and the impact could be positive or negative.)	
☒ Age ☐ Compliance with Children & Families Act 2014 ☐ Disability ☒ Gender ☐ Race/ethnicity ☒ Gender Re-Assignment ☐ Marriage/Civil Partnership ☐ Pregnancy/Maternity ☐ Socio-Economic ☐ Sexual Orientation ☐ Religion/Belief ☒ All of the above ☐ None of the above expected	
2. What are the risks of introducing this policy / procedure change to any of the above groups?	
3. What are the expected benefits of introducing this policy / change to any of the above groups?	
4. Are there any areas or issues that could impact on the safety of staff or learners?	
5. What evidence do you have for your responses to questions 2, 3 and 4? (e.g. evidence could be provided to counteract identified risks and, therefore, a full screening would not be required)	
6. What is the level of risk for the policy / procedure?	☐ High ☐ Medium ☒ Low
7. Is a Full Screening Impact Assessment required?	☐ Yes (complete the box below) ☒ No
What are the recommendations from Equality Impact Assessment?	
Date of Review:	06/10/26
Reviewer's Name:	Irene Farragher
Reviewer's Job title:	Director of Student Services