

# THOROS

Centre for Therapy Learning

## Grievance Procedure.

THOROS is fully committed to the well-being of its staff and students.

### Dealing with grievances informally:

If you have a grievance or complaint concerning your work/study or the people you work/study with you should, whenever possible, begin by talking it over with the principal, vice-principal or your tutor or supervisor. You may be able to agree a solution informally between you.

### Formal grievances:

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the principal, vice-principal, your tutor or your supervisor. You should write only the **facts** and avoid the use of insulting or abusive language.

If your grievance is against the principal, vice-principal, your tutor or your supervisor and you feel unable to approach him or her you should talk to one of the others.

### Grievance hearing:

The person who receives your written grievance/complaint will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague at this meeting.

The person leading the meeting, that is, the principal, vice-principal, your tutor or supervisor will give you a decision in writing, normally within 24 hours of the end of the meeting.

### Appeal:

If you are not happy with this written decision and you wish to appeal you should notify the writer.

You will then be invited to an appeal meeting, normally within 5 days, and your appeal will be heard by a more senior person, if appropriate, or by a combination of Thoros staff. You have the right to be accompanied by a colleague to this meeting.

Following the meeting the most senior person will give you their decision, normally within 24 hours. This decision is final.

Should your grievance pertain to unethical practice by anyone connected to THOROS then the grievance procedure of the National Counselling Society will apply.

**Last reviewed September 2015**

(THOROS ABIDES BY THE ETHICAL FRAMEWORKS OF THE NATIONAL COUNSELLING SOCIETY)