

9 ● Good Practice Procedures in WBT

Grievance Procedures

Where the Trainee has a grievance:

1. a) If the **grievance** is with the **Mentor/ Assessor**, the Trainee should firstly attempt to resolve the problem with the mentor through a personal meeting or by telephone.
 b) If the problem remains unsolved the Trainee may present the grievance, in writing or orally by telephone to the Verifier/ Provider.
 c) The Verifier will then sign the Trainee's verified account, investigate the grievance, consult the other members of the support structure if necessary, and interview any other parties involved in the grievance, in order to reach a solution agreeable to all.
 d) If agreement is not reached, and the problem remains unresolved to the satisfaction of the Trainee, the Trainee may present the problem in writing to the Verifier, who in consultation with the Provider will then attempt to resolve the grievance to the satisfaction of all parties
 e) The decision of the Provider will be final and binding.
2. If the grievance is with the Verifier the Trainee should present the problem in writing to the Provider who will attempt to reach a solution which is agreeable to the Trainee and their decision is final.
3. If the grievance is with the assessment/evaluation of the WBT process the Trainee should proceed with point 2 above.
4. If the Trainee is unsure into which category his/her grievance falls, he/she should proceed with point 2.

Where the Mentor/Assessor has a grievance:

1. a) If the grievance is with the Trainee the Mentor should first attempt to resolve the problem through personal contact with the Trainee.
 b) If the problem remains unsolved the Mentor may present the grievance, in writing or orally (*by telephone or at a personal meeting*) to the Verifier/Provider at a time which is mutually convenient.
 c) The Verifier will then sign the Mentor's verified account, investigate the grievance, consult the other members of the support structure if necessary, and interview any other parties involved in the grievance, in order to reach a solution agreeable to all.
 d) The decision of the Verifier/Provider will be final and binding.
2. If the grievance is with the Internal Verifier the Mentor should present the grievance in writing to the Accrediting body/Provider and they will attempt to reach a solution which is agreeable to the Mentor and their decision is final.
3. If the grievance is with the **assessment/ evaluation** of the WBT process the Mentor should proceed with point 2 above.
4. If the Mentor is unsure into which category his/her grievance falls, he/she should proceed with point 2.

Confidentiality

As some of the evidence used will concern the Trainee's work, knowledge, skills and attitudes to working with children, their families and other ECCE professionals it is expected that Trainees will take relevant steps to respect the privacy of those concerned.

Where a piece of evidence contains information that mentions children's names, other members of staff or the names of other people it is advisable that the Trainee deletes these. If necessary replace them with fictitious ones particularly where a document used as evidence of the Trainees skills may enclose sensitive information about a child.

