

Concerns Policy

DH Associates Ltd

Purpose of Policy

The policy ensures all concerns raised are investigated and the outcome recorded. Concerns may be raised by learners, employers and assessors. Concerns can arise in relation to delivery of service, practice of learners, practice in employer service, behaviour of assessors. This list is not exhaustive.

The policy ensures any concerns raised are addressed in a professional manner and within an agreed timescale. Concerns enable DH Associates to reflect on and improve the service we offer or employers offer.

Procedure

1. Any staff member with a concern must contact their team manager, if not available another member of the management team. Employer Engagement Officers will report concerns from employers to the team managers.

2. On receipt of a concern the team manager will collect details of the concern and complete the concerns form.

At this stage the team manager may decide that the concern should be dealt with under other procedures e.g. Safeguarding, Bullying and Harassment, Complaints, Disciplinary.

3. The team manager will investigate the concern further where appropriate. A plan will be identified that details any further steps to gather evidence.
4. The team manager will decide on the appropriate actions to be taken in response to the concern.
5. Within 3 working days of a concern being reported the team manager will contact the person who raised the concern to inform them of the progress or outcome.
6. All concerns will be recorded and collated to identify any themes that may inform improvements to service delivery.