

Grievance Procedure:

Purpose:

The purpose of the Ship Safe Training Group Ltd (SSTG) Grievance Procedure is to provide an Officer Trainee with a course of action should they have a grievance which they are unable to resolve through regular communications with his or her Course Tutor (Academic Institution), Designated Shipboard Training Officer (Vessel) and / or Training Officer (SSTG). The procedure is to allow a complaint to be investigated quickly and effectively and for a grievance, if deemed to exist, to be resolved at the earliest practicable opportunity.

1. Principles

1.1 If it is not possible to resolve a grievance informally, Officer Trainees should raise the matter formally (in writing) and without unreasonable delay with their Course Tutor (Academic Institution), Designated Shipboard Training Officer (Vessel) and / or Training Officer (SSTG) as appropriate, provided that the individual with whom the grievance is raised is not the subject of the grievance.

1.2 If the Course Tutor (Academic Institution), Designated Shipboard Training Officer (Vessel) and / or Training Officer (SSTG) is the subject of the grievance, the Officer Trainee should formally raise the matter with the next senior person as appropriate.

1.3 Course Tutors, Designated Shipboard Training Officers and Training Officers should be familiar with the provisions of the Grievance Procedure.

1.4 An Officer Trainee is entitled to be accompanied to a grievance meeting by either a Trade Union representative or a colleague, provided they are not a family member.

2. Procedure

2.1 The Course Tutor, Designated Shipboard Training Officer or Training Officer should carry out any necessary investigations to establish the facts behind the grievance.

2.2 The Officer Trainee will be invited to attend a grievance meeting by the Course Tutor, Designated Shipboard Training Officer or Training Officer as appropriate to discuss the grievance.

2.3 The Officer Trainee should be allowed to explain the grievance and how he or she feels it should be resolved.

2.4 The Course Tutor, Designated Shipboard Training Officer or Training Officer should consider how to resolve the problem and inform the Officer Trainee when he or she should expect a response.

2.5 The Course Tutor, Designated Shipboard Training Officer or Training Officer should endeavour to respond to the grievance as soon as possible, ideally within five working days.

2.6 The Officer Trainee is to be informed in writing of the decision relating to the grievance and notified of his or her right to appeal if he or she is not satisfied with the decision.

2.7 A written report should be kept on file highlighting the nature of the grievance, the decision and action taken to resolve the grievance and finally whether an appeal was lodged. A copy of the report should also be given to the Officer Trainee including any formal minutes taken from the meeting.

3. Appeal

3.1 In the event that the Officer Trainee feels that his or her grievance has not been satisfactorily resolved, he or she may appeal in writing to a person in a more senior role than the one who initially dealt with the grievance.

3.2 On receipt of an appeal, the Senior Person shall make arrangements to hear the grievance at an appeal hearing.

3.3 As with a grievance meeting, the Officer Trainee may be accompanied to the appeal hearing by a Trade Union representative or a colleague, provided they are not a family member.

3.4 Following the meeting, the Senior Person should endeavour to respond to the appeal hearing as soon as possible, ideally within five working days. The Officer Trainee will be informed in writing of the Senior Persons decision. A report outlining the hearing is to be filed on record and a copy given to the Officer Trainee.

This is the final stage of the Grievance Procedure and the decision of the Senior Person (Academic Institution, the Sponsoring Company or the SSTG as appropriate) shall be deemed final.