At **Go-Woman!** Alliance CIC, we place considerable emphasis upon maintaining good relationships with, and between its employees and learners.

Should any problem arise then there are recognised procedures to enable employees and learners to raise questions affecting their work or level of service received and resolve issues of concern.

Employee

1. If you wish to raise a grievance relating to your employment, you should first discuss it with your immediate supervisor or line manager.

2. If the matter is not resolved within 14 days of the initial point of contact then you may progress it directly to director level.

3. If you are not satisfied with the response within 28 days of the initial, then you may request that the issue is addressed by the complete board of directors.

Customer / Learner

1. If a customer / learner wishes to raise a complaint against an employee then the customer / learner must address a written complaint to the Director.

2. If a customer / learner wishes to raise a complaint against the level of service then the customer / learner must address a written complaint to their point of contact within the organisation.

3. In either case, the complaint will be investigated and any corrective action will be discussed and agreed with the complainant within 14 days of receipt of the original complaint.

4. If we feel that the complaint is unjustified then a full explanation will be issued.

5. At all times, the Director will be informed of the status and nature of any complaint received.

At Go-Woman! Alliance CIC we recognise that our employees are the source of our strength. They determine our reputation and vitality.

We are a team and must treat each other with trust and respect.

At Go-Woman! Alliance CIC we recognise that our Customers / learners are the focus of everything that we do. We must be the best in servicing the needs of our customers / learners, as it is this service quality that differentiates us from our competition.

Continuous improvement is essential to our success.