
	<b>Procedure Reference : ACP/031</b>	
	<b>Title : Irregularity Reporting Procedure</b>	
Issued By: Eileen Hughes	Issue Date: 23/08/2018	Revision: 6
Checked By: David Whitehouse 		

This procedure has been written to formalise the route to be taken by a learner or member of the Training Department staff when raising any issues, concerns or irregularities, including those specifically concerning Equality and Diversity.

Any person who feels they have issues or concerns relating to training delivery should, in the first instance, contact their immediate supervisor. This may be an Instructor in the Training Centre, or a Supervisor on site.

If the matter relates directly to the immediate supervisor, then the matter should be reported to the Capacity Planning Manager. If the matter is also related to the Capacity Planning Manager then the matter should be raised with the Director-Operations Support based at Tipton.



All discussions shall be recorded and a copy sent on the same day and, where appropriate, to either the Capacity Planning Manager or the Director-Operations Support, if the matter concerns equality or diversity, then it should also be copied to the Equality and Diversity representative. The response will be dependent upon the severity of the matter, but all issues and concerns will be dealt with in confidentiality, and formally recorded within the departmental files. Where appropriate, outcomes will be reported to senior management and included in the Self Assessment Review. The Department aim is to respond to or resolve any equality and diversity or other complaint issues raised within 3 working days.

The Capacity Planning Manager or Director-Operations Support will keep the learner or learners informed at all times of action being taken, subject to confidentiality, through to satisfactory completion, as appropriate to the issue.

The Capacity Planning Manager or Director-Operations Support will contact the learner after approximately 2 weeks to ensure that the issues have been successfully dealt with. This may also form part of the review.

All records shall be placed in the appropriate personnel files and reviewed. If the issue is regarded by the Capacity Planning Manager as being a complaint rather than a recommendation, then this shall be recorded as such in the file and form part of the Annual Report under Equality and Diversity. The Capacity Planning Manager shall table any recommendations received at the next training meeting. Where the complainant is not satisfied with the actions taken, they are encouraged to report the matter to the Director-Operations Support.

Reference information may be found, for example, in the Appeals Procedure ACP 024, Equal Opportunities Procedure **CP-206-0100-009** and Grievance Procedure CP-206-0100-011, copies

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of which can be located either in the Induction Pack or through the Doosan Babcock Intranet.

Independent help and assistance can also be found through the Help and Assistance Programme, who offer a counselling and advice and assistance service to all company employees.

#### Contact Details

Counselling	Tel No.	0117 934 2121
Advice and Assistance	Tel No.	0117 934 0547

Any irregularities in assessment and verification of a qualification can be dealt with by contacting the Award Body for the qualification once the Doosan Babcock Appeals process procedure ACP 024 has been completed.

