



Learner Grievance Procedure

Purpose

The Learner/Staff Grievance Policy aims to establish fair and structured processes for resolving grievances raised by learners or staff members. The policy ensures that disputes are managed in a consistent and equitable manner, fostering trust and transparency within the institute.

Definitions

Grievance: A formal dispute or disagreement between a learner/staff member and a TQTI employee regarding the interpretation or application of the institute's non-academic policies, procedures, or services provided. Grievances may arise from:

- Failure to deliver a promised service.
- Arbitrary or inconsistent actions by TQTI employees or departments.
- Unfair application of a policy or procedure compared to others.
- Administrative errors in applying policies or procedures.
- Working Days: Sunday to Thursday (07:00 am - 04:00 pm), excluding TQTI-recognized holidays.
- Relevant Administrator: The designated Training Supervisor, or other authorized personnel responsible for the department in which the issue originates. Any disputes regarding the appropriate administrator are resolved by the Manager of the institute.

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- Relevant Director, Manager, or Training Supervisor or the office responsible from the department where the issue is examined.

Scope

Grievances differ from academic appeals as they focus on service-related issues rather than academic outcomes. Learners or staff may file grievances in cases of unresolved disputes or differences with TQTI (individual or department) concerning non-academic decisions or services provided. This policy applies to matters outside the scope of other established policies at TQTI.

Procedure Statements

Grievances may arise in relation to non-academic concerns. However, specific types of complaints are addressed through separate policies:

- Sexual Harassment or Discrimination: Managed under the Discrimination Complaint Procedure.
- Disability Services Complaints: Addressed via the Trainees with Disabilities Policy.
- Learner Conduct Complaints: Governed by the Appeals Process Procedure.
- Academic Appeals (e.g., grading issues): Handled through the Appeals Process Procedure.

Addressing Service-Related Issues

When grievance involves both service-related issues and academic evaluations, priority will be given to resolving the service-related concerns first.

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Informal Resolution Process

Learners are encouraged to resolve grievances informally by discussing their concerns directly with the relevant individual, administrator, or department. This step should be initiated within 10 working days following the event or decision that prompted the grievance.

Formal Grievance Process

Should the informal resolution process fail to achieve a satisfactory outcome, learners may file formal grievance.

To do so:

- Submit a written grievance to the relevant administrator (if available), or submit the form to TQTI Manager directly within two working days of the event or decision.
- Clearly outline the nature of the issue, desired resolution, and any previous attempts to resolve the matter.

The administrator or TQTI Manager will conduct a review and respond in writing within five working days of receiving the grievance. If additional time is required due to exceptional circumstances, learners will be informed accordingly.

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Manager of Institute

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