



## **Grievance Policy for Arizona Stitch Lab Industrial Sewing Training Program**

### Purpose

The purpose of this policy is to provide a fair and transparent procedure for resolving any grievances that may arise during the certified industrial sewing training program. This policy applies to all trainees, instructors, and staff involved in the program.

### Definition

A grievance is any complaint, concern, or problem that a trainee has regarding the program, its content, delivery, assessment, or any other aspect that affects their learning experience or outcome. A grievance may also relate to the conduct or behavior of an instructor, staff member, or another trainee that is perceived as unfair, discriminatory, harassing, bullying, or otherwise inappropriate.

### Principles

The following principles guide the grievance procedure:

- Trainees have the right to raise a grievance without fear of reprisal or victimization.
- Grievances will be treated seriously, confidentially, and impartially.
- Grievances will be resolved as quickly and as close to the source as possible.
- Grievances will be handled in accordance with the principles of natural justice and procedural fairness.
- Trainees have the right to be accompanied by a support person of their choice at any stage of the grievance procedure.
- Trainees have the right to appeal the outcome of a grievance if they are not satisfied with the resolution.

### Procedure

The grievance procedure consists of the following steps:

Step 1: Informal Resolution



Trainees are encouraged to raise their grievance informally with the person or persons directly involved, or with their instructor, as soon as possible after the issue arises. The aim of this step is to resolve the grievance through open and respectful communication and mutual understanding.

### Step 2: Formal Complaint

If the grievance cannot be resolved informally, or if the trainee is not comfortable with raising it informally, the trainee may submit a formal complaint in writing to the program coordinator ([info@azstitchlab.org](mailto:info@azstitchlab.org)). The complaint should include the following information:

- The name and contact details of the trainee
- The nature and details of the grievance
- The date and time of the incident or issue
- The names of the person or persons involved or responsible
- The steps taken to resolve the grievance informally, if any
- The desired outcome or resolution

The program coordinator will acknowledge the receipt of the complaint within five working days and will forward it to the program manager in order to conduct an investigation into the grievance. The program coordinator or program manager may interview the trainee, the person or persons involved or responsible, and any other relevant witnesses or parties. The program coordinator or program manager will also review any relevant documents or evidence related to the grievance.

The program manager will make a decision on the outcome or resolution of the grievance and will communicate it to the trainee in writing within 15 working days of receiving the complaint. The program coordinator will also inform the trainee of their right to appeal the decision and the process for doing so.

### Step 3: Appeal

If the trainee is not satisfied with the decision of the program manager or if the program coordinator or program manager is the subject of the grievance, the trainee may appeal the decision to the contract administrator ([erica@azstitchlab.org](mailto:erica@azstitchlab.org)). The appeal must be submitted in writing within 10 working days of receiving the decision and must include the following information:

- The name and contact details of the trainee
- The original complaint and the decision of the program coordinator



- The reasons for appealing the decision
- The desired outcome or resolution

The contract administrator will acknowledge the receipt of the appeal within five working days and will review the appeal and the investigation conducted by the program coordinator. The program director may request additional information or evidence from the trainee, the program coordinator, or any other relevant parties.

The contract administrator will make a final decision on the outcome or resolution of the grievance and will communicate it to the trainee in writing within 15 working days of receiving the appeal. The decision of the contract administrator is final and binding and no further appeal is possible.

#### Records

All records related to grievances, complaints, and appeals will be kept confidential and secure by the program coordinator, program manager and contract administrator. Records will be retained for at least one year after the completion of the program or the resolution of the grievance, whichever is later. Records will be disposed of in accordance with the applicable laws and regulations.

#### Review

This policy will be reviewed annually by the program coordinator and the program director and updated as necessary to reflect any changes in the program, the legislation, or the best practices. Any changes to the policy will be communicated to all trainees, instructors, and staff involved in the program.