

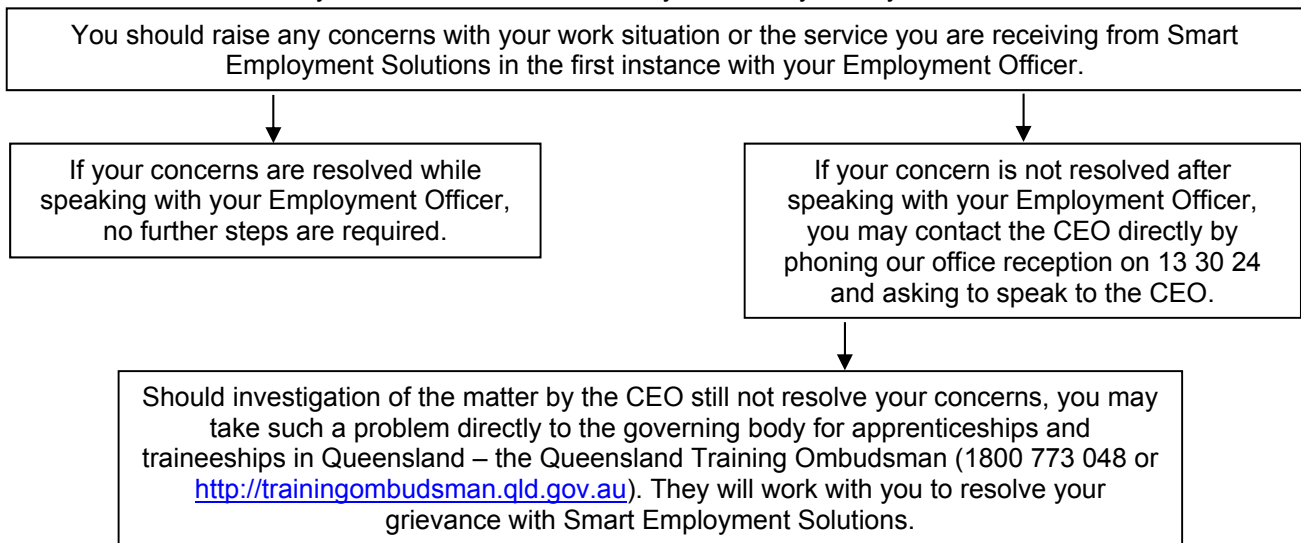
# Smart Employment Solutions

## Complaints & Grievances Procedure

**Smart Employment Solutions staff;** ALL complaints and grievances must be recorded in the relevant Apprentice/Trainee and/or Host Employer file, as well as in the Complaints Register via notification to “Yellow Flag”. Any complaint received by a member of the general public must be recorded in the Complaints Register via notification to “Yellow Flag”.

### Apprentices/Trainees

You are an important employee of Smart Employment Solutions. As such we will always do our best to work with you to ensure that your time with us is both successful and incident free. However as with any company that you will work for, sometimes problems will arise. The below chart details the steps you should take to resolve any concerns you may have;



### Host Employers

You are an important member of Smart Employment Solutions Host Employer network. As such we will always do our best to work with you to ensure that your dealings with us are both successful and incident free. However as with any company that you will work with, sometimes problems will arise. The below chart details the steps you should take to resolve any concerns you may have;

