

Candidate Grievance Policy

This document sets out how RSR GLOBAL EDUCATION LTD responds to issues raised by candidates/applicants seeking educational services. A grievance can be raised by an individual against RSR GLOBAL EDUCATION LTD. A policy identifies what amounts to a grievance, who can bring a grievance, and how a grievance can be escalated. The basics – RSR GLOBAL EDUCATION LTD has a written grievance policy.

RSR GLOBAL EDUCATION LTD is legally required to have a written grievance policy/procedure which states:

- The person to whom the grievance should be submitted.
- The manner of submitting the grievance.
- Further steps that will then be taken.

A grievance policy sets out the procedure for how RSR GLOBAL EDUCATION LTD responds to complaints raised by candidates/applicants seeking educational services. A grievance can be raised by candidates against the organisation, RSR GLOBAL EDUCATION LTD will ensure that the grievance policy is kept up to date and available to all candidates/applicants (e.g., by including a copy on the company website). A grievance policy identifies what amounts to a grievance, who can bring a grievance, and how a grievance can be reported and escalated. A well-drafted grievance policy includes timescales to help manage expectations and should also identify what happens when the grievance process has been exhausted.

Grievances raised by Candidate/applicants might relate to any of the following: Terms and conditions of educational services. Support services Bullying and harassment. Discrimination. Any undue charges.

The purpose of a grievance policy.

The main purpose of a grievance policy is three-fold: Compliance with the minimum legal requirement to have a written grievance procedure. Ensure Candidates/Applicants know how to make complaints to RSR GLOBAL EDUCATION LTD assist managers to deal with complaints fairly and swiftly. Keep reading to find out exactly what a grievance policy covers and the benefits it can bring for your business.

RSR GLOBAL EDUCATION LTD will make sure their grievance policy is complied with. The Board usually has overall responsibility for the grievance policy. However, the Board usually delegates responsibility for implementation of the grievance policy to HR.

Line managers will usually have day-to-day responsibility for the grievance policy.

1. Raising grievances informally – Candidates/Applicants are asked to submit the complaint informally to their account manager supply office initially.

2. Submitting a formal written grievance – If raising the grievance informally does not resolve the issue in 30 days, then the candidates/applicants should submit the grievance in writing to RSR Global Immigration Consultancy Director setting out the details and indicating that it is a “formal grievance”. Email raj@rsrglobal.org and legal@rsrglobal.org Complete Comments card:

3. RSR GLOBAL EDUCATION LTD investigation – Following receipt of a formal written grievance, RSR GLOBAL EDUCATION LTD will investigate. The investigation required will depend on the nature of the grievance. The period to respond is 14 working days when the formal grievance is raised.

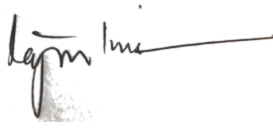
4. The grievance meeting – After the investigation, RSR GLOBAL EDUCATION LTD should arrange a grievance meeting to enable the Candidates/Applicants to explain the grievance and the resolution desired within 30 working days. However, RSR GLOBAL EDUCATION LTD may hold the meeting prior to investigation and then adjourn the meeting so that investigation can take place. RSR GLOBAL EDUCATION LTD would then reconvene a meeting 30 days later to discuss the matter considering the investigation.

5. RSR GLOBAL EDUCATION LTD grievance decision – As soon as possible after the final grievance meeting, RSR GLOBAL EDUCATION LTD should inform the Candidates/Applicants of the outcome of their grievance and any action that RSR GLOBAL EDUCATION LTD intends to take to resolve the grievance. RSR GLOBAL EDUCATION LTD should remind the candidates/applicants of their right to appeal.

6. The Candidates'/Applicants' right to appeal – If the grievance has not been resolved to the candidates' satisfaction, they may appeal in writing to the Director, RSR GLOBAL EDUCATION LTD, stating the grounds of appeal, within 14 working days from the date on which the grievance decision was given to the Candidates/Applicants.

7. The appeal meeting – RSR GLOBAL EDUCATION LTD will hold an appeal meeting within 14 working days after receiving the Candidates'/Applicants' written appeal. Where practicable, the appeal meeting should be conducted by a senior manager who has not been previously involved in the case.

8. The final grievance decision after an appeal – As soon as possible after the appeal meeting, RSR GLOBAL EDUCATION LTD should inform the Candidates/Applicants of the final decision on the outcome of their grievance and any action that RSR GLOBAL EDUCATION LTD intends to take.



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06.01.2025