



Introduction.

Paradise Crane Consultants LLC is aware that there may be times when students need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns in the workplace. This grievance procedure policy was created to clearly outline the process for these instances to ensure all our students are heard and treated equally.

Purpose.

The propose of this grievance procedure policy is to (a) explain the scope and definition of grievances, (b) outline the process for reporting and closing a grievance, (c) define the company's confidentiality measures, and (d) describe the disciplinary action steps for policy violations.

Scope.

This policy is applicable to all **Paradise Crane Consultants LLC** learning center students. A grievance can be filed against any Paradise Crane Consultants LLC student, including senior management. Paradise Crane Consultants LLC defines a "grievance" as a formal learning center-related complaint, issue, and/or objection made by a student.

Grievance Procedure:

Before filing an official grievance complaint, **Paradise Crane Consultants LLC** asks that all students review the policy that directly impacts their complaint. For example, if a student files a sexual harassment complaint, he/she must consult the company's [Sexual Harassment Policy](#) and the Operation Manager's office.

Paradise Crane Consultants LLC encourages students to resolve minor disputes with the help of an Instructor, and the Operations Manager. If the informal complaint is not *fairly and constructively* resolved within 5 days, students may file a formal grievance.



Student can file grievances when:

- They have been victims of learning center harassment.
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behavior.
- Policy guidelines are violated.
- There is a dispute between students, and/or management.

Paradise Crane Consultants LLC also recognizes that every case is different and this list is subject to change, depending on the definition filed in the Grievance Complaint Form.

Filing a Grievance.

When filing a grievance, students have the option of reporting their complaints contacting their instructor and the operations manager for Paradise Crane. Students will be required to complete and file a Grievance Complaint Form.

Once the complaint has been submitted to the Operations Manager, students have the right to attend meetings with a witness, appeal decisions, and depending on the severity of the complaint, refuse to attend the learning center until the grievance is resolved.

When a grievance is filed against another student, the accused also reserves the right to:

- View and request a copy of the official grievance complaint.
- Formally respond to the complaint after consulting the Operations Manager.
- Attend all formal meetings with a witness.
- Appeal the final decision.

Company Responsibilities.

It is **Paradise Crane Consultants LLC** responsibility to:

- Accept and thoroughly investigate all Grievance Complaint Forms.



- Ensure that the grievance is resolved within [15] days, depending on the severity of each case.
- Treat both the complaintive and the accused fairly throughout the grievance process.
- Adhere to the no-retaliation policy when students file a complaint against management.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

Confidentiality.

Paradise Crane Consultants LLC students, including senior management and the Operations Manager, are required to sign a [Confidentiality Agreement](#) that limits them from discussing the grievance before and after it has been resolved. The complaintive and those that stand accused of a grievance are prohibited from discussing the matter with any other **Paradise Crane Consultants LLC** student.

Policy Violations.

If a student is found to have violated the grievance procedure policy, they will be subject to disciplinary action, up to and including termination from the learning center. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination.

If a student is unequivocally proven to have committed the grievance he/she is being accused of, **Paradise Crane Consultants LLC** will adhere to its [Disciplinary Action Policy](#) to ensure that the matter is resolved justly and according to company guidelines.