



# TRAINEE FORMAL COMPLAINTS PROCEDURE

## PRINCIPLES

L3 CTS Airline and Academy Training Ltd (“L3Harris”) endeavours, at all times, to deliver the highest standards of training in a safe and professional environment. We recognise, however, that occasionally things can go wrong with our training and service delivery and it is very important to us to understand the concerns of our trainees so that these can be resolved quickly.

The following procedure has been developed with fairness and transparency in mind to ensure that we are able to do this.

A “complaint” is deemed to be any grievance, problem or concern that the trainee wishes to raise with us.

## STAGE 1 - INFORMAL PROCESS

If you have a complaint this should first be discussed informally with the appropriate L3Harris staff member as per the table below. It is hoped that this first step will result in early resolution of the majority of complaints.

COMPLAINT AREA	APPROPRIATE STAFF MEMBER
ATPL Theory Training	The Ground School Manager (Location Specific)
Flight Training (All phases)	Your Primary Instructor or Base Support Manager (Location Specific)
Accommodation and Travel Arrangements <small>*Note L3Harris can only support complaints about L3Harris provided services</small>	CustomerLogistics.cts@L3Harris.com
Harassment, Bullying or Ethics	AcademyHelp.cts@L3Harris.com
Financial or Invoice Related	AcademyHelp.cts@L3Harris.com
Licencing	Licence.Applications.cts@L3Harris.com
Any Other Area	AcademyHelp.cts@L3Harris.com

If it is not clear who is the most appropriate member of staff is or you are not comfortable raising your complaint with that staff member, the complaint should be forwarded by email to the Customer Experience Team on AcademyHelp.cts@L3Harris.com who will ensure the complaint reaches the most appropriate staff member.

## STAGE 2 - FORMAL PROCESS

**Stage 2A.** In the event that your complaint has not been adequately dealt with through the Stage 1 – Informal Process or if the matter is of a more serious nature, then you should set out your complaint in writing to AcademyHelp.cts@L3Harris.com.

You should be as factual as possible and provide any relevant information that will assist us in responding to your complaint. The Academy Customer Experience Team will endeavour to respond initially within 48 working hours to confirm receipt of your formal complaint.

**Stage 2B.** The Customer Experience Team will initiate an internal review based on the information you have provided. This review will be led by a Review Committee consisting of The Customer Experience Manager and the most appropriate staff members to the area of your complaint.

**Stage 2C.** Depending on the nature of the complaint, you may be invited to a meeting to discuss the complaint in further detail directly with the Review Committee. The Review Committee may be supported by another member of staff who will attend to take notes of the discussion. You may choose to be accompanied at this meeting by another person if you wish and should let us know the name of your companion 48 hours before the meeting. Alternatively, the Review Committee may request that you provide a written statement to the Review Committee setting out your position, any relevant facts and answering any specific questions which the Review Committee may have.

**Stage 2D.** The Customer Experience Team will endeavour to provide you with a formal decision within 30 days of receipt of your complaint.

Depending on the complexity of the complaint and/or the individuals involved we may at times require longer to conduct an internal review however the Customer Experience Team will update you regularly on the progress of the review.

## STAGE 3 – APPEAL PROCESS

**Stage 3A.** Following receipt of the Review Committee’s formal decision and in the event that you do not accept the decision of the Review Committee on the basis that relevant information has been ignored and/or that any applicable L3Harris Policies have been incorrectly applied you will have seven days to appeal the Review Committee’s decision. Request for appeal should be sent to the Customer Experience Team AcademyHelp.cts@L3Harris.com. Your request should make clear your reasoning for not accepting the outcome and any specific information which you believe supports this.

**Stage 3B.** You will be invited to an Appeal meeting with two L3Harris employees, namely:

1. an independent Senior Executive who has not been involved in your training delivery; and
2. an appropriate independent manager not involved with the management of pilot training, for example Head of Safety an Compliance, Head of Human Resources, Director of Customer Experience.

You may choose to be accompanied at this meeting by another person if you wish and should let us know the name of your companion 48 hours before the meeting. You may be requested and/or also choose to provide a written statement in advance of the meeting setting out your position and any relevant facts you would like the Appeal Committee to consider.

**Stage 3C.** The Appeal Committee shall endeavour to provide you with a final decision within 30 days of the Appeal meeting.

Depending on the complexity of the complaint and/or the individuals involved we may at times require longer to conduct an internal review however the Customer Experience Team will update you regularly on the progress of the review.

#### **STAGE 4. MEDIATION/ADJUDICATION**

**Stage 4A.** Following receipt of the formal decision of the Appeal Committee and in the event that you do not accept the decision of the Review Committee on the basis that relevant information has been ignored and/or that any applicable L3Harris Policies have been incorrectly applied you will have seven days to request L3Harris attend mediation to resolve the outstanding matters.

L3Harris will appoint an independent mediator from a qualified professional organisation specialising in mediation services identified by the Ministry of Justice as a civil mediation provider through the justice services (<http://civilmediation.justice.gov.uk/>) in the UK or their local equivalents in non-UK training locations operated by L3Harris.

You will be invited to a meeting with L3Harris and the independent mediator to discuss those areas of the Appeal Committee's formal decision that you do not accept and the reasons for your non-acceptance with a view to reaching a mutually agreeable compromise on the way forward.

**Stage 4B.** If L3Harris and you are unable to reach a mutually agreeable compromise following mediation then you may elect to refer the matter to adjudication with an independent adjudicator registered with the Solicitor's Regulatory Authority (SRA). Note that the adjudicator may be the same individual as conducted the mediation. The Parties will meet with the adjudicator to identify the key question which you are seeking to have adjudicated and once confirmed each party shall have 21 days to make a written submission to the adjudicator setting out their position in respect of the adjudication question.

Following submission each party shall have a further seven days to provide a written response to any points raised in the other party's submission. Following which the adjudicator shall review each party's submissions and shall provide a final binding decision within 30 days of the final submission.

The outcome of the adjudication will be binding on both parties and no further right of appeal or action against the adjudicator's decision shall be available to either Party.

For the avoidance of doubt the mediator and/or adjudicator shall be considered independent to the extent that they have no organisational conflict of interest as defined in L3Harris Corporate Policy 712.

#### **FEES**

Unless otherwise stated or agreed as part of the mediation or adjudication process parties shall be jointly liable for the any costs associated with the mediation and/or adjudication process.

#### **MEETINGS**

All meetings may at the election of either Party be conducted in person or via video or telephone conference facilities.

#### **RECORD KEEPING**

Written records, including any supporting documentation and/or minutes of meetings, will be kept of all complaints regardless of nature. The written records will include all stages of the complaints procedure together with the point at which it was resolved and the action taken.