



Communications Policy

- ❖ All staff, tutors, learners and visitors have the right to:
 - Communicate freely
 - Equal access to communication services which are made available by Shorcontrol Safety
- ❖ Shorcontrol Safety considers communication to be a two-way process which incorporate an open-door policy to encourage staff, tutors, learners and visitors to be forthwith with any opinions, comments or concerns related to the company's interactions.
 - This includes feedback and suggestions related to the creation, development and improvement of training courses offered by the company.
- ❖ All communication received by Shorcontrol Safety and its staff will be listened to and given serious consideration.
 - Any grievance or concern received by Shorcontrol Safety or its staff will be handled immediately by its tutors, managers or directors.
 - Any grievance or concern received by Shorcontrol Safety or its staff and of which an individual believes inadequate action or response has taken place are asked to submit a letter of complaint to the Managing Director, who will review the letter along with the rest of the Directors Board and issue a binding decision within ten working days of its submission.
- ❖ All communication will follow the same principals found in *Shorcontrol Safety's Equality Policy*.
- ❖ All learners, staff, tutors and visitors have the right to communicate with members of management in a way that guarantees confidentiality as so long as the information provided does not force the member of management, by law, to report to the proper authorities.
- ❖ Positive action initiatives will be continually used to address any discovered breakdown of communications.
- ❖ All relevant stakeholders, including staff, tutors, and learners have the right to be consulted about company policies, procedures, practices, safety and quality system practices, and expectation of them regarding these items.
- ❖ All relevant stakeholders, including staff, tutors, and learners are encouraged to contribute to the decision-making processes of the company.
- ❖ All staff members will have their expectations communicated to them by management in a timely and professional matter. This includes, but is not limited to, expectations in relation to their job duties, specific tasks, participation in company safety and quality systems, and development of policies and procedures related to their roles.