

Grievance, Complaints and Appeals Policy and Procedure

The purpose of this policy and procedure is the fair and effective response to any grievance or complaint raised with Work & Training.

A grievance is defined as a concern or an issue with an assessment, conduct or activities of Work & Training and its employees. A complaint is a formal expression of dissatisfaction with an assessment, conduct or activities of Work & Training and its employees.

The procedure for an assessment appeal or raising a grievance or complaint is to be made freely available to all employees, apprentices, trainees, students and/or clients of Work & Training.

Work & Training are committed to addressing a grievance or complaint promptly and in a timely manner through discussion and agreement between all parties.

Grievance, complaints and appeals must result in immediate acknowledgment and a desired course of action discussed and agreed to with the appellant/complainant. This process must be acted upon at the earliest opportunity and recorded in writing.

Step	Action	Who
1	<p>Discuss the issue with one of these people as appropriate*:</p> <ul style="list-style-type: none"> • Supervisor • Training Consultant – in the first instance of all cases of an assessment appeal • Business Consultant • Manager • IntoWork People & Performance department • General Manager <p>NOTE: You may choose to discuss the matter first with a colleague or other support person and then raise it with the appropriate person above.</p> <p>You may present your complaint/grievance verbally or in writing.</p>	<p>Appellant/Complainant e.g. apprentice/trainee/student/ staff/host business/client</p>
2	<p>Acknowledge receipt of the grievance, complaint or appeal.</p> <p>NOTE: Acknowledgement is to occur within 48 hours.</p> <p>Acknowledgement to the complainant may be verbal, electronic or written.</p> <p>Written acknowledgement is to be recorded on the Complaints Register within three working days.</p>	<p>Person who first receives the grievance, complaint or appeal, i.e.</p> <ul style="list-style-type: none"> • Supervisor • Training Consultant • Business Consultant • Manager • People & Performance department • General Manager

Step	Action	Who
3	<p>Meet, negotiate, document and take agreed course of action.</p> <p>NOTE: Agreed action may include but is not limited to:</p> <ul style="list-style-type: none"> • In the case of assessment appeals, this may include re-assessment by another assessor or a review of the initial decision as appropriate; • Discussing possible strategies for use by the complainant; • Raising the complaint with the involved parties and negotiating behavioural management strategies if appropriate; • Convening a meeting with the complainant and involved parties to negotiate a resolution. <p>The outcome is to be recorded on the Complaints Register within three working days.</p>	<p>As above in addition to the complainant and the alleged offender as appropriate.</p>
4	<p>If grievance, complaints and appeals is unresolved, refer it to one or both of the following as appropriate:</p> <ul style="list-style-type: none"> • General Manager • Independent Arbitration. <p>NOTE: Grievance, complaints and appeals will be resolved and each party will be advised of the outcome.</p> <p>The outcome is to be recorded on the Complaints Register within three working days.</p>	<p>Person who first receives the grievance, complaints and appeals and/or the complainant and/or the involved parties.</p>

*The complainant may wish to initially discuss the matter with a colleague or other support person. It is acceptable for such a person to accompany the complainant at any stage of the process if desired.