

## Grievance, Complaints and Appeals Policy & Procedure

All employees, apprentices, trainees, students and/or clients of Work & Training should be aware of the procedure to be adopted if they have an assessment appeal, grievance, complaint or dispute. Your grievance, complaints and appeals will result in immediate acknowledgment and a desired course of action will be discussed and agreed with you. This process will be acted upon at the earliest opportunity and will be recorded in writing.

Step	Action	Who
1	<p><b>Discuss the issue with one of these people as appropriate*:</b></p> <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Training Consultant – in the first instance of all cases of an assessment appeal</li> <li>• Business Consultant</li> <li>• Manager</li> <li>• IntoWork People &amp; Performance department</li> <li>• General Manager</li> </ul> <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><b>Appellant/Complainant</b> e.g. apprentice/trainee/student/ staff/host business/client</p>
2	<p><b>Acknowledge receipt of the grievance, complaint or appeal.</b></p> <p>NOTE: Acknowledgement is to occur within 24 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><b>Person who first receives the grievance, complaint or appeal i.e.</b></p> <ul style="list-style-type: none"> <li>• Supervisor</li> <li>• Training Consultant</li> <li>• Business Consultant</li> <li>• Manager</li> <li>• People &amp; Performance department</li> <li>• General Manager</li> </ul>
3	<p><b>Meet, negotiate, document and take agreed course of action.</b></p> <p>NOTE: Agreed action may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• In the case of assessment appeals, this may include re-assessment by another assessor or a review of the initial decision as appropriate;</li> <li>• Discussing possible strategies for use by the complainant;</li> <li>• Raising the complaint with the involved parties and negotiating behavioural management strategies if appropriate;</li> <li>• Convening a meeting with the complainant and involved parties to negotiate a resolution.</li> </ul>	<p><b>As above in addition to the complainant and the alleged offender as appropriate.</b></p>

<p><b>4</b></p>	<p><b>If grievance, complaints and appeals is unresolved, refer it to one or both of the following as appropriate:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Independent Arbitration.</li> </ul> <p>NOTE. Grievance, complaints and appeals will be resolved and each party will be advised of the outcome.</p>	<p><b>Person who first receives the grievance, complaints and appeals and/or the complainant and/or the involved parties.</b></p>
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\*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.