

## Policy and Procedure – RTO Grievance, Complaints and Appeals

### Purpose

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

### Policy

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. Work & Training will ensure procedural fairness is afforded for 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.

### Procedure

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>• Chief Executive Officer</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 e.g.</b></p> <ul style="list-style-type: none"> <li>• Apprentice</li> <li>• Trainee</li> <li>• Student</li> <li>• Staff</li> <li>• Host business</li> <li>• Client</li> </ul>
2	<p><b>Acknowledge receipt of the grievance, complaint or appeal.</b></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><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>• Chief Executive Officer</li> </ul>

Step	Action	Who
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>The outcome is to be recorded on the Complaints Register within three working days.</p> <p>W&amp;T will endeavour to resolve the complaint/appeal within 60 calendar days. If this is not possible, they will inform the complainant or appellant in writing.</p>	<p><b>As above in addition to the complainant and the alleged offender as appropriate.</b></p>
4	<p><b>If grievance, complaint and appeal is unresolved, refer it to one or both of the following as appropriate:</b></p> <ul style="list-style-type: none"> <li>Chief Executive Officer</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>The outcome is to be recorded on the Complaints Register within three working days.</p>	<p><b>Person who first receives the grievance, complaint and appeals and/or the complainant and/or the involved parties.</b></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.

<b>Authorised by</b>	Rodney Hayden, CEO	<b>Date</b>	28.10.24
<b>Signature</b>			

#### Revision Record

Date	Version	Revision Description
7.03.23	2023.01	Updated to current logo
13.02.24	2024.01	Updated titles, updated name of policy to include "RTO"
28.10.24	2024.02	Minor formatting, added clarification of 60 day timeframe, added CEO authorisation
03.06.25	2025.01	Minor addition regarding procedural fairness, added reference to RTO Standards 2025