

Policies & Procedures



GRIEVANCE

VERSION: 1.1

POLICY

Australian Workplace Training Pty Ltd (AWT) is committed to providing an environment, which is non-discriminatory and in which staff and trainees as well as the public have their rights, dignity, privacy, and confidentiality valued and respected. It is recognised that at times, differences will occur or decisions will be made with which individuals may be dissatisfied. If a grievance appears unresolvable, further advice is to be sought.

Current authorities from which further advice may be obtained or to which a formal complaint may be lodged are:

1. Office of The Training Advocate
Phone 1800 006 488
2. Traineeship Management Branch
Department of Further Education, Employment, Science and Technology
Phone 1800 673 097
3. Office for Consumer and Business Affairs
Phone 13 1882

PROCEDURE

- 1 Initially, approach the person(s) with whom the grievance exists
- 2 If this is not possible, approach your supervisor to advocate on your behalf to negotiate a satisfactory resolution
- 3 Failing a satisfactory resolution, the case is to be presented to the Chief Executive Officer in writing
- 4 The Chief Executive Officer will then arrange a meeting for both parties
 - 4.1 The purpose of the meeting is to negotiate an appropriate solution
 - 4.2 On presentation of the meeting to the Chief Executive Officer, there may be one support person, advocate present beside yourself, as well as the aggrieved and their support, or advocate
 - 4.3 The purpose of this meeting is for the appellant to:
 - Have the grievance heard by an independent person or panel
 - An opportunity to formally present his or her case

Australian Workplace Training

Level 1, Raleigh Chambers
Elizabeth Shopping Centre
50 Elizabeth Way
Elizabeth SA 5112

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- Be given a written statement of the appeal outcomes, including reasons for the decision
- 5 If a solution is not found an outside agency might be sought at the expense of the person(s) involved. A record of what transpired will be kept and covered by the privacy and confidentiality act, available to the parties seeking a resolution or by the freedom of information act.