

## **1.4 Complaints & Appeals Policy & Procedure**

### **Policy**

Workforce Partners Australia values its employees and recognises that all personnel make a substantial contribution to the organisations work systems and structures.

Workforce Partners Australia objective is to ensure that all employees (including apprentice, trainee & on hire workers) gains pleasure and enjoyment for the performance from of their professional duties. Workforce Partners Australia is therefore committed to maintain a high standard of staff welfare. Workforce Partners Australia endeavours to achieve its stated objective by fostering a positive work environment and harmonious professional relationships for all apprentices, host employers and staff.

Workforce Partners Australia will strive to minimise incident/s that negate the stated objective by encouraging all employees to adhere to the following Complaints Procedure if and when a grievance should occur.

### **Procedure**

In the execution of the Procedure, all information held and documented will be treated with the greatest respect and with the highest level of confidentiality. All documents will be destroyed upon written request.

Persons involved in the Complaint Procedure or those who have knowledge of the complaint/ grievance are not permitted at any time to discuss or disclose with peers, other professionals, family, relatives or friends any information related to the complaint/ grievance. Depending on the seriousness of the offence, offending persons may have their employment terminated immediately with Workforce Partners Australia.

The purpose of this procedure is to formally address, arbitrate and resolve complaints arising from the employee work environment in a timely manner and achieve an outcome that satisfies affected person/s.

The Complaints & Appeals Procedure will be instigated by a Workforce Partners Australia representative once a complaint has been lodged with Workforce Partners Australia on any issue, concern, omission, act or incident relating to the workplace that an employee believes is unfair, discriminatory or unjust.

Registration and submission of a complaint can only be received from an individual.

### **Procedure steps**

1. Before lodging the complaint, the person is encouraged to resolve the matter directly with the person(s) concerned. This should be done as close to the time of the concern arising and every effort should be made to resolve the matter at the lowest level possible.
2. The formal complaints and appeals process will commence when the employee is unable to resolve the matter themselves. To commence the formal process, the complainant must place

their complaint in writing, using the 1.20 Complaints & Feedback Form and give this to the relevant Workforce Partners Australia manager.

It is important and highly recommended that the aggrieved person identifies with and select the most suitable Contact Person at the outset. This can largely be determined by, amongst other considerations, the contact person's professional status, reputation, integrity, gender, impartiality and dispute resolution skills.

3. The employee shall discuss and detail with the nominated Contact Person the circumstances leading to their grievance and state the impact/s that the grievance has on performance of work duties.
4. At the first meeting, the Contact Person will determine the severity of the grievance. The Contact Person can at this point suggest a simple resolution to the problem and seek the employee agreement to act on the resolution.
5. If the grievance is deemed to be serious and warrants further controlled action, the Contact Person will document the case on 1.30 Grievance Report Form. In the event that the employee agrees to a Grievance Report being completed the employee is required to verify the correctness and accuracy of the report's details by signing the report.
6. The Contact Person will in their own time and without undue delay, evaluate and substantiate the grievance. This may involve communication with the offending person/s to discuss their version of events leading to the grievance.
7. The Contact person, after considering all factual information on an objective basis, is then obligated to formulate and propose a course of action that will lead to the timely and effective grievance resolution. This may be achieved by meeting with each individual or by meeting on a collective basis with all persons affected.

Proposed corrective action could involve but is not limited to:

- A verbal or written apology
- An official warning issued
- Further counselling
- Possible dismissal
- Provision of training in relevant areas i.e. equal opportunity laws
- Close mentoring and monitoring

In the event that a resolution is achieved, the Contact Person will monitor the new scenario for a minimum four-week period to ensure that an effective and lasting outcome has been achieved.

8. In the event that resolution is not achieved (at step 7) a Workforce Partners Australia Director will review the complaint inclusive of all steps taken to reach a resolution. The Director shall determine if no further action is required or implement corrective action to resolve the grievance to the satisfaction of all involved.
9. In regards apprentices and trainees, in the event that resolution is not achieved (following step 8), the matter will then be referred to the State appointed body for discussion and final resolution.

### **Appeals Process:**

Should the staff member wish to appeal the decision, it will be referred to the Managing Director for consideration and final decision. As part of this process, the Managing Director, may at his/her discretion, engage the services of an independent 3<sup>rd</sup> Party to review the matter and make recommendations. This may involve review meetings between all relevant parties.

The Managing Director's decision will be final and binding.

*Policy developed: Aug 2020*

*Review date: Aug 2023*