



## **Grievances and Appeals**

A grievance is a complaint arising from a situation where a trainee or student believes that they have been wronged in any way by Skillup Australia or one or more of its employees.

An appeal is a request for a situation, outcome or result to be reviewed. Skillup Australia has developed a policy for resolving trainee or student grievances and appeals. The policy is underpinned by the principle that all trainees and students are entitled to:

- fair and consistent treatment and
- prompt consideration and resolution of their issue.

### **Informal Procedure**

- In the first instance, whenever possible, the trainee/student or their representative shall have taken reasonable steps to resolve the grievance informally with the Trainer and Training Team Leader currently delivering the training.
- It is expected that, in most circumstances, a resolution of a grievance should be achieved within five (5) working days of the matter being brought to the attention of the Trainer and Training Team Leader
- At all times the trainee/student has the right to decide whether to proceed or withdraw from the informal procedure. In the event of withdrawal of a grievance, in the case where the grievance is directed at an individual staff member the staff member has the right to make a written statement to all those involved within the 5 day period.
- If a grievance is not found to be evident all efforts will be made to ensure that the parties involved are protected from reprisals or discrimination of any kind as a result of the matter.
- If the trainee/student believes that the informal procedure has not led to a satisfactory resolution, they may commence formal grievance procedures.

### **Formal Procedure**

- The trainee/student and/or their representative will lodge a written statement to their workplace supervisor specifying the nature and details of the grievance. This statement should be prepared or attached to a Grievance Form (ACRT 04). A copy of the statement and the Grievance Form will also be sent to all stakeholders including the ISO/Compliance Team.
- The person/s against whom the grievance has been lodged is to be provided with a copy of the written statement and a copy of the relevant procedures within two (2) full working days prior to formal