

## Complaints and Appeals Policy

All apprentices, host employers and other stakeholders have the right to make a complaint on the products and services offered by Wettrade Apprenticeships at any time. Where an apprentice, host employer or other stakeholder disagrees with a decision made by Wettrade Apprenticeships, they also have the right to appeal the decision. All complaints and appeals will be addressed confidentially directly with the complainant or appellant, documented and records retained to support the continuous improvement Wettrade Apprenticeships systems and practices.

### Complaints

All stakeholders including employees, apprentices and host employers should feel confident that any complaint they make is to be treated as confidential as far as possible. All complaints will be considered based on information provided by the complainant and following a full investigation (where necessary).

Complaints may be submitted via email or verbally. However, once the complaint is received, the GTO Coordinator will record the specifics of the complaint in the Complaints and Appeals Register.

When the GTO Coordinator receives a complaint the complaint will be acknowledged within 48 hours. To investigate complaints, the GTO Coordinator will:

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words and complete the Complaint and Appeal Investigation Record.
4. Ask the complainant to check the Complaint and Appeal Investigation Record to ensure the record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of Wettrade Apprenticeships EEO policies) then the GTO Manager will:
  - a. act promptly
  - b. maintain confidentiality
  - c. pass any notes on to the manager's manager
7. Record the complaint in the Complaints and Appeals Register

When conducting the investigation, the GTO Coordinator will:

1. Not assume guilt
2. Advise on the potential outcomes of the investigation if the allegations are substantiated

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3. Interview all directly concerned, separately, including witnesses
4. Keep records of interviews and the investigation using the Complaint and Appeal Investigation Record
5. Ensure all dealings with stakeholders are conducted with confidentiality and minimise disclosure of information other than staff members involved in the investigation.
6. Listen carefully and record details
7. Decide on appropriate action based on investigation and evidence collected
8. Check to ensure the action meets the needs of the complainant and Wettrade Apprenticeships
9. If resolution is not immediately possible, refer the complainant to more senior management.
10. Discuss any outcomes affecting the complainant with them to make sure where appropriate, their needs are met.
11. Once the complaint is finalised, close it out on the Complaints and Appeals Register

## Appeals

Should a stakeholder, employee, apprentice or host employer be aggrieved by a decision made by Wettrade Apprenticeships, they may appeal the decision.

### **All appeals must be submitted in writing.**

Appellants must send a written appeal by email to the GTO Coordinator outlining:

- The original decision
- The reasons for the appeal

All appeals must be received within 7 days of the decision being made.

Once received, an acknowledgement of the appeal will be emailed to the host employer within 48 hours.

In reviewing the appeal, the GTO Coordinator will:

1. Discuss the reason for the appeal with the host employer
2. Record discussions using the Complaint and Appeal Investigation Record
3. Carry out independent investigations on matters raised by the host employer including, where applicable, having any necessary discussions with the host employer's apprentice
4. Where a decision cannot be reached, an independent arbiter may be appointed to discuss with costs borne equally by the host employer and Wettrade Apprenticeships
5. Appellants will be provided with an outcome including the reasons for the decision within 48 hours of the decision being made
6. Record the appeal in the Complaint and Appeal Register

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When a decision on the appeal is made, the decision of Wettrade Apprenticeships will be final.

## Dispute resolution

The parties involved (Wettrade Apprenticeships, Host Employer, and Apprentice) are encouraged to attempt an informal resolution of the dispute through open communication.

The apprentice may discuss concerns with their immediate supervisor or mentor, and Wettrade Apprenticeships may engage in discussions with the Host Employer, to arrive at a suitable resolution.

If the host employer or apprentice are dissatisfied with the resolution, they may appeal within a specified timeframe.

Appeals should be submitted in writing, specifying the grounds for appeal and any additional supporting information as per above.

If the dispute remains unresolved after the informal stage, the parties may choose to engage in formal mediation facilitated by a neutral third party. Where a private organisation is engaged to manage a dispute, the costs of this will be shared equally between the parties.

Unresolved disputes following the appeal process may be subject to arbitration with an external party. All parties will agree to abide by the decision of the arbitrator, and the decision will be final and binding.

Where an apprentice believes they have been aggrieved by a decision made by Wettrade Apprenticeships they may seek support through the Fair Work Ombudsman.

The Queensland Training Ombudsman and Fair Work Commission provide services to employers and employees in the management of disputes relating to employment and matters relating to apprentices.

- *Queensland Training Ombudsman*
  - 1800 773 048
  - 8.30am–4.45pm (AEST), Monday to Friday
- *Fair Work Commission*
  - 1300 799 675
  - 9 am and 5 pm (local time), Monday to Friday.

If the dispute relates to Wettrade Apprenticeships as a labour hire company, Labour Hire Licencing Queensland may be contacted for advice.

- *Labour Hire Licencing Queensland*
  - Call 1300 576 088
  - 9.00am (AEST) 4.30pm, Monday-Friday

Where an apprentice has a complaint about their employer, Wettrade Apprenticeships, they may contact the Department of Youth Justice, Employment, Small Business and Training for assistance.

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- *Apprenticeships Info*
  - Call 1800 210 210
  - 8.30am to 4.45pm (AEST) Monday to Friday

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