

11.01 Grievance, Complaints & Appeals Form

Available to AGA employees, apprentices, trainees, students, parents (for those under 18), host employers, clients, contractors and other stakeholders.

Instructions for Completing the Grievance Form

Please complete all the details in Section 1. The rest of the form is used to conduct an investigation into the grievance issue that is raised and to record any recommended action and outcomes.

- **Apprentices or Trainees** raising a grievance should send the form electronically or in hard copy to the attention of the General Manager Employment, Development & Projects.
- **Students** raising a grievance should send the form electronically or in hard copy to the attention of the **General Manager Training, Development & Risk**
- **Staff members** raising a grievance should send the form electronically or in hard copy to the **General Manager Employment, Development & Projects, General Manager Training, Development & Risk or CEO**
- **Other stakeholders** should send the form electronically or in hard copy to the **CEO**

Forward the form after completing Section 1 to the relevant person at:

AGA – Apprenticeships Plus
Ground Floor 192-198 High Street
Northcote VIC 3070

Or call Reception on 9481 5999 to obtain the email address of the relevant manager nominated above.

Procedure

If a person wishes to raise a grievance, make a formal or informal complaint or appeal, they will be asked to provide a detailed description to enable the investigation process to take place:

- a description of the incident(s), decision or behaviour in question
- the time and date of the incident(s)
- the names of any witnesses
- what are they seeking/suggesting as an outcome

The Grievance/Complaints Procedure complies with the requirements of requirements of the National Standards for Group Training Organisations (2017), AQTF Essential Conditions and Standards for Continuing Registration, Standards for Registered Training Organisations 2015, VRQA Guidelines for Vocational Education and Training 2016 and 2018-19 Standard VET Funding Contract Skills First Program.

Approved by: Mark Knox

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RTO TOID 3829

Please complete as much detail as possible below. Incomplete or missing information will make processing of this grievance difficult.

Timelines

Timelines for the grievance/complaint to be resolved;

- Grievance to be acknowledge by AGA within 24 hours.
- Complaint to be resolved ASAP
- Where the time to resolve the grievance/complaint takes more than 1 week, all parties will be notified of reason and estimated resolution timeline supplied.

Section 1

Person Lodging Grievance

Name:

Address:

Phone:..... Fax:

Mobile: Email:

Date:

You are raising the grievance/complaint/appeal as:

- An apprentice/trainee employed by AGA
- The parent or guardian on behalf of an Apprentice/trainee
- A host employer using the services of AGA
- A student in a course provided by AGA
- An AGA Staff Member
- Other stakeholder

Please tick the box which best describes the grievance/complaint /appeal

- Conduct or performance of staff member
- Conduct or performance of an Apprentice/Trainee
- Conduct of performance of a Host Employer
- Service provided by AGA
- A decision, assessment result etc. which has impacted on you
- Other:

Date of the incident:/...../..... Time of Incident:am/pm

Witness/es to the incident;

Name: Contact details (if possible):
Name: Contact details (if possible):
Name: Contact details (if possible):
Name: Contact details (if possible):

Attach additional sheet if required.

Please provide a detailed description of the grievance/complaint/appeal identifying a description of the incident/behaviour/decision in question.

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Attach additional sheet if required and list attachments supplied.

I declare that the information provided is a true record/account of what has occurred;

Name: Signature: Date:/...../.....

What are you seeking/suggesting as an outcome?

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This form will be sent directly to Senior Manager who will appoint an investigator and respond accordingly, following a robust and confidential processes. You may be contacted via the details provided in the 'Person Lodging Complaints' section in regards to the information submitted in this form.

The investigator will seek to gather all relevant information. Once the investigation has been completed and relevant input received, all involved parties will have adequate opportunity to respond before a determination will be made and an appropriate course of action will be communicated to all concerned parties.

Relevant Documents

Grievance, complaints & appeals Policy

Grievance, complaints & appeals Register

Section 2

Office use only:

Name of appointed investigator me: Date:/...../.....

Complainant notified of complaint received;

Name of appointed investigator me: Position:

Y / N If no why? Date:/...../.....

People interviewed:

Name: Date:/...../.....

Name: Date:/...../.....

Name: Date:/...../.....

Name: Date:/...../.....

Name: Date:/...../.....

Attach additional notes of interviews

Outcome of the investigation:

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Attach additional sheet if required

Complainant notified of outcome of investigation by:

Name: Position:

Y / N If no why? Date:/...../.....

Form Placed in Client's File: Y / N If no why?

Person Filing the Form: Date:/...../.....