

Apprenticeships
Are Us



GRIEVANCE HANDLING POLICY



PURPOSE

This policy outlines the procedure for handling grievances raised by employees, apprentices, trainees, or other stakeholders of Apprenticeships Are Us Ltd. It is intended to ensure that grievances are dealt with in a timely, professional, and respectful manner, in line with the *National Standards for Group Training Organisations* and other applicable regulations.

SCOPE

This policy applies to all employees, apprentices, trainees, and stakeholders affiliated with Apprenticeships Are Us Ltd. It complements the existing Complaints Handling Policy and specifically focuses on grievances related to employment or training conditions that cannot be resolved through informal or day-to-day communication.

POLICY

Apprenticeships Are Us Ltd acknowledges that grievances may arise in the course of work or training. Addressing these grievances in a structured and timely manner allows us to maintain a healthy working environment, promote continuous improvement, and comply with the *National Standards for Group Training Organisations*.

All grievances will be handled in a manner that ensures fairness, confidentiality, and prompt resolution. The following principles guide the grievance process.

1. **Respect and Fair Treatment**- Individuals raising grievances will be treated with respect and have the right to present their issues without fear of retaliation or discrimination.
2. **Timelines**- Grievances will be acknowledged and addressed in a timely manner. Any grievance that cannot be resolved promptly will be escalated to higher levels of management or external parties as required.
3. **Confidentiality**- Information related to grievances will be kept confidential. However, certain details may be disclosed to relevant personnel or external bodies to ensure proper investigation and resolution.
4. **Procedural Fairness**- All parties involved in a grievance will have the opportunity to be heard. Responses will be made in a manner that is impartial and based on the facts of the case.
5. **Compliance with National Standards** -The handling of grievances will comply with Standard 1.4 of the *National Standards for Group Training Organisations*, ensuring that any matter impacting training delivery is addressed with the appropriate standards and care.

GRIEVANCE HANDLING PROCESS

1. Step 1- Informal Resolution

Employees, apprentices, or trainees are encouraged to raise their grievances directly with the individual(s) concerned, if they feel comfortable doing so. This step often helps to resolve issues quickly and amicably.

2. Step 2- Immediate Supervisor Involvement

If informal discussions do not resolve the grievance, the issue should be raised with the immediate supervisor or Account Manager. They will attempt to mediate and resolve the issue in a timely and respectful manner.

3. Step 3- Formal Grievance Submission

If the grievance remains unresolved, the individual may submit a formal grievance to the General Manager or a designated senior manager. The formal submission should include details of the grievance, efforts to resolve the issue, and the desired outcome.

4. Step 4- Investigation and Resolution

The manager receiving the grievance will acknowledge it in writing within one working day. An investigation will be conducted, which may include discussions with the parties involved and gathering of relevant documentation.

- If necessary, the matter will be escalated to the General Manager, MD, or an external mediator.
- Grievances related to alleged bullying, harassment, or discrimination will follow the guidelines in the *Bullying, Harassment and Discrimination Policy*.

5. Step 5- Outcome Notification

Once the investigation is complete, the individual will be notified of the outcome. Where the grievance is upheld, appropriate remedial action will be taken, and the individual will be informed of any steps to be implemented. If the grievance is not upheld, the reasons for the decision will be communicated.

6. Step 6- Appeals

If the individual is not satisfied with the outcome, they may appeal the decision by escalating the matter to the next level of management, ultimately reaching the CEO if necessary. In cases involving apprentices and trainees, unresolved grievances may be referred to the *Department of Education, Training and Employment* for further review.

7. Step 7- External Escalation

If internal processes fail to resolve the grievance, the matter may be taken to external bodies such as the Fair Work Commission or the appropriate training authority, especially in cases concerning workplace safety or legal non-compliance.

NATIONAL STANDARDS COMPLIANCE

This Grievance Policy aligns with the *National Standards for Group Training Organisations*, particularly Standard 1.4, which requires that grievances affecting apprentices and trainees in relation to their employment or training be managed appropriately to ensure fair treatment, adherence to legal obligations, and timely resolution.

Apprenticeships Are Us Ltd remains committed to the continuous improvement of its processes and ensures that grievances contribute to refining and improving operational and training outcomes.

ROLES AND RESPONSIBILITIES

All Employees - Responsible for reporting grievances and supporting a respectful and fair resolution process.

Supervisors and Managers - Responsible for addressing grievances in a timely and impartial manner and escalating unresolved grievances to higher levels of management.

General Manager/MD - Responsible for overseeing the grievance process, ensuring compliance with relevant standards, and providing final decisions on escalated grievances.

The ARU Board of Directors - In rare instances, may be involved in the final resolution of grievances where required.

MONITORING AND REVIEW

This policy will be reviewed regularly to ensure its effectiveness and compliance with applicable laws, regulations, and standards, including the *National Standards for Group Training Organisations*.

AUTHORISATION

Michael Wentworth



Managing Director

Apprenticeships Are Us Limited

DOCUMENT CONTROL

Version	Authorised by	Authorisation Date	Sections	Amendment
1.1	M. Wentworth	18/09/2024	All	N/A