

Complaints & Appeals

Skillinvest understands that a situation may arise when an apprentice or trainee wishes to lodge a complaint in relation to their apprenticeship, or to appeal a decision made by Skillinvest or the host employer. A complaint may arise in relation to;

- a group training process
- training delivery
- work conditions
- payroll or an administrative issue
- tasks performed
- conduct of a Skillinvest staff member or host employer
- equal opportunity. Including bullying, victimisation, harassment or discrimination
- the conduct of a third-party providing services on behalf of Skillinvest.

Before lodging the complaint, the apprentice or trainee 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.

The formal complaints and appeal process will commence when the apprentice or trainee is unable to resolve the matter themselves. To commence the formal process, the complainant must place their complaint in writing to the relevant Skillinvest Operations Manager.

