

Apprentice/ Trainee 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 traineeship, 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 apprentice or trainee must place their complaint in writing to the relevant Skillinvest Operations Manager. A form for *Feedback, Compliments & Complaints* is also available on the Skillinvest website.

Access to the Complaints and Appeals Policy and Procedure

Skillinvest will ensure that all apprentices and trainees are made aware of, and have access to, the Apprentice or Trainee Complaints and Appeals Policy at the commencement of their training with Skillinvest.

Apprentices and Trainees will be provided with access to the Complaints and Appeals Policy through the Apprentice and Trainee handbook provided at commencement of training. (*Refer to Appendix C: Apprentice / Trainee Complaints and Appeals Policy*).

The Apprentice/Trainee Complaints and Appeals Policy outlines the process when raising a complaint or appeal in the first instance to Skillinvest. It also outlines the details on how to escalate the matter to State/Territory Dispute Resolution or External Mediation if the complaint or appeal is unresolved.