

POLICY STATEMENT – APPRENTICE/TRAINEE GRIEVANCES

POLICY NO: 19/08

OBJECTIVE: TO HANDLE APPRENTICE/TRAINEE GRIEVANCES IN A REASONABLE AND CONFIDENTIAL MANNER, RESULTING IN AN AMIABLE RESOLUTION

OUTLINE

In relation to any matter that may be in dispute between the parties, the following mediation plan will be used

1. Ensure confidentiality for all parties.
2. Bring all parties together in a neutral environment.
3. Identify the real issues and concerns of all parties.
4. Convene an open discussion about the issues including all contributing factors.
5. Negotiate and formulate an action plan for resolution of the grievance.
6. Reach agreement on the action plan and a date for review of the matter.

If no resolution is found, refer the matter to a higher authority within the organisation or to the relevant external organisation for arbitration. Grievances can be taken to:

State Training Authority – Western Sydney

PO Box 1007
Parramatta NSW 2124
Ph: (02) 9685-7100

State Training Authority – Illawarra

PO Box 469
Wollongong East NSW 2520
Ph: (02) 4224-9300

Training and Tertiary Education – ACT

PO Box 158
Canberra ACT 2601
Ph: (02) 6205-7047