

GRIEVANCE PROCEDURE

A grievance or complaint is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by the employees of SMGT in relation to the following processes:

- Recruitment and selection
- Employment and training delivery
- Training/Competency assessment, including recognition of prior learning.
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of employment and training services.
- Discrimination, sexual harassment, bullying or similar conduct.

A grievance is deemed to be a formal grievance when it is made in writing to any employee of SMGT.

SMGT will encourage the parties to approach a grievance with an open view and attempt to resolve issues through discussion and conciliation. Where a grievance cannot be resolved through discussion and conciliation SMGT acknowledge the need for an appropriate external and independent agent to mediate between parties.

The following procedure shall apply:

- The complainant lodges the grievance in writing with any employee of SMGT.
- The employee with whom the grievance is lodged shall deliver it to the manager – Group Training Operations
- The Manager – Group Training Operations shall advise the CEO.
- The Manager – Group Training Operations shall take all the steps reasonable to resolve the matter with the complainant.

- If the matter cannot be resolved between the complainant and the Manager – Group Training Operations, it shall be referred to the grievance committee.
- If the matter cannot be resolved between the complainant and the grievance committee, the matter shall be referred to the CEO for determination.
- If the matter still cannot be resolved, SMGT shall arrange a mediation conference with an external community organisation nominated by the complainant.
- SMGT shall provide complainant with written confirmation of the outcome within five (5) working days of the decision.



I WANT TO LODGE A COMPLAINT OR GRIEVANCE

Name: _____

Address: _____

Phone No: _____

My complaint or grievance is:

To resolve my complaint or grievance, I would like SMGT to:

I would like to be advised of progress by (tick appropriate box):

Phone Post E-mail me at _____

Signature: _____

Date: _____