

Introduction

Protech is committed to promoting positive relationships with its Employees, Apprentices, Trainees, Client employers, and Clients in general. Where a conflict arises, Protech is committed to providing mechanisms for resolving such conflict quickly and fairly to avoid the escalation of problems.

Policy

It is Protech policy to provide an avenue for grievances to be treated with efficiency, fairness, integrity, impartiality and due care. The organisation encourages all parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation.

Under no circumstances will anyone be penalised for presenting a grievance and anyone with a grievance in the first instance is encouraged to notify their respective Business Manager / Account Manager or alternatively the General Manager to assist in resolving the conflict.

Protech is aware that in some cases alternative measures will need to be explored because of the individuals concerned and the merits of each case.

Where a grievance cannot be resolved through discussion and conciliation, we acknowledge the need to engage an appropriate external and independent agent to mediate between the parties.

Confidentiality will be respected at all times within the constraints of the need to fully investigate the grievance. In certain cases however, such as those involving the alleged abuse of persons, serious criminal offences or suspected corruption, the details of grievances are required to be reported to external authorities.

Guidelines

1. In the event of a grievance or dispute concerning employment, training or contractual arrangements occurring, the parties concerned should make every effort to resolve the dispute through consultation and negotiation. In the first instance the initial consultation is likely to be between the Apprentice or Trainee and the Client Employer.
2. If not settled, the aggrieved party (i.e. Apprentice, Trainee or Client Employer) is to raise the concern with the Business Manager who will endeavour to resolve the issue. Should this prove ineffective the matter should be referred to the General Manager, who will review and assist in obtaining a mutually beneficial outcome.
3. If after this process no agreement can be reached the General Manager should (where warranted) advise the circumstances of the grievance to the State Government appointed Apprenticeship Support Officer who may become involved.
4. After further discussion, if the matter is not resolved then the parties will explore alternative measures which could include rotation, the suspension or termination of the Apprentice's or Trainee's employment or the withdrawal from engaging the Client employer (blacklisting). If a termination or blacklisting occurs, Protech will inform the State Education and Training department and/or Victorian Registrations and Qualifications Authority.
5. At the discretion of the Business Manager and General Manager and subject to the nature and circumstances of the grievance, work should be continued until the matter is determined or resolved.
6. When the grievance has been resolved or an action has been established, a written statement advising the outcome and the reasons for the outcome should be provided to the parties concerned.
7. The Business Manager and General Manager shall ensure that an accurate record of all proceedings is maintained and uploaded to the relevant party's record on the Workforce Management System (WMS).