

# Grievance, Complaints and Appeals Policy and Procedure

## 1. Introduction:

ANATE has developed a Grievance and Complaints Policy and Procedure to effectively address any concerns, disagreements or dissatisfaction that may arise within the organisation. This policy provides an accessible channel, for everyone associated with ANATE including staff members, students, industry partners and stakeholders to express their grievances or complaints. By promoting communication, accountability, and fairness this process aims to create an environment where issues are promptly and fairly resolved.

## 2. Policy Statement:

ANATE is dedicated in providing a safe, respectful and productive workplace. The Complaints and Grievances Policy demonstrates our dedication to providing our employees, students, business partners, and stakeholders with an efficient means to resolve concerns, disagreements, or complaints.

Every individual associated with ANATE has the right to file a complaint or grievance without any fear of retaliation, discrimination or victimisation and ensures that all concerns regardless of their nature or magnitude will be handled promptly, fairly and confidentially through an efficient process that ensures resolutions are achieved in a timely manner.

We firmly stand by our commitment through this policy to foster an environment where open dialogue is encouraged, and conflicts are resolved constructively for the benefit of the organisation.

## 3. Scope:

This Grievance and Complaints Procedure applies to:

- All staff members employed by ANATE, whether on a full-time, part-time, or casual basis.
- Students engaged with ANATE's educational and training programs.
- Industry partners collaborating with ANATE on various initiatives.
- Stakeholders who have a vested interest in ANATE's activities and outcomes.

The scope of this procedure encompasses concerns, disagreements, or discontent related to:

- Interpersonal conflicts and relationships within the organisation.
- Work conditions, including workload, assignments, and facilities.
- Communication issues between individuals or teams.
- Alleged violations of policies, codes of conduct, or ethical standards.
- Any matters affecting the well-being, productivity, and overall working environment within ANATE.

#### 4. Definitions:

**Grievance:** A formal or informal expression of discontent or dissatisfaction by an individual or group regarding a work-related matter within the scope of ANATE's activities.

**Complaint:** A formal assertion made by an individual or group concerning a perceived violation of ANATE's policies, codes of conduct, or ethical standards.

**Stakeholder:** Any individual or entity that has a vested interest in ANATE's activities, including but not limited to students, staff, industry partners, collaborators, and the general public.

**Impartial:** Treating all parties involved in a complaint or grievance with fairness, objectivity, and neutrality, without favouritism or bias.

**Mediation:** A voluntary process in which an impartial third party facilitates communication and negotiation between conflicting parties to help them reach a mutually acceptable resolution.

**Mediator:** A neutral and impartial third party responsible for facilitating the mediation process between conflicting parties to help them reach a mutually acceptable resolution.

**Designated Authority:** An individual or group within ANATE responsible for overseeing the grievance and complaints resolution process, ensuring compliance with policies and procedures.

**ANATE representatives:** Individuals authorized by ANATE to act on its behalf in various capacities, including but not limited to addressing grievances and complaints.

**Resolution:** The outcome or action taken to address a grievance or complaint, which may involve corrective measures, adjustments, or changes to prevent similar issues in the future.



**Confidentiality:** The principle of maintaining the privacy and non-disclosure of sensitive information shared during the grievance and complaints process, except as required by law or authorised by the involved parties.

## 5. Policy Details:

### 1.1. Informal Resolution Process

ANATE encourages individuals to explore informal resolution methods before formally lodging a grievance or complaint. Informal resolution allows parties involved to address concerns in a collaborative and less formal manner. This approach can often lead to quicker and more amicable solutions.

- Individuals with concerns are encouraged to initiate open and respectful conversations with the parties involved. This can involve discussing the matter directly with colleagues, supervisors, mentors, or designated personnel.
- Parties engage in a discussion to gain a deeper understanding of each other's perspectives and to identify potential solutions. This can involve clarifying misunderstandings, addressing miscommunications, and finding common ground.
- If parties are unable to resolve the matter through direct discussions, they can seek assistance from a neutral third party, such as a supervisor, mentor, or designated mediator. Mediators can facilitate productive discussions, guide the conversation, and help parties reach a mutual understanding.
- Parties work collaboratively to negotiate and agree upon a resolution that addresses the concerns raised. This may involve making compromises, finding alternative solutions, or implementing changes to prevent similar issues in the future.
- While informal resolution does not necessarily require formal documentation, parties involved are encouraged to keep notes of the discussions, agreements, and any actions decided upon. This can help ensure that everyone is on the same page and can serve as a reference in case the issue resurfaces.

### 1.2. Formal Resolution Process

If the issue remains unresolved through informal discussions or if the individual prefers to proceed with a formal complaint from the outset, they can submit a formal written complaint to the Operations Manager or directly to the CEO. The complaint should



clearly outline the details of the grievance, including relevant dates, individuals involved, and the desired resolution.

- Individuals must submit their grievance or complaint in writing to the designated authority within a specified timeframe.
- The designated authority will acknowledge receipt of the grievance or complaint. This acknowledgment will include information about the process and an estimated timeline for resolution considering the complexity of the of the issue.

ANATE provides multiple channels through which individuals can submit formal complaints or concerns:

- **Email:** [admin@anate.com.au](mailto:admin@anate.com.au)
- **In-Person Submission:** Individuals who prefer to address their complaints or concerns in person can arrange to meet with designated ANATE representatives responsible for grievance and complaints resolution.
- **Feedback or Contact us forms:** ANATE provides physical and digital feedback forms strategically placed within its premises or on its website. These forms offer a straightforward way for individuals to submit written complaints or concerns, including the option for anonymous submissions.
- **Social Media:** ANATE recognises the significance of social media platforms as communication channels. Individuals are welcome to utilise ANATE's official social media accounts for effective communication of their complaints or concerns through direct messaging on platforms such as Facebook, Instagram, or LinkedIn.

ANATE encourages individuals to refrain from public posting of grievances on social media. Instead, we advocate for a proactive approach to first seek resolutions by directly contacting ANATE. This approach helps maintain privacy and ensures that issues are addressed effectively and efficiently.

#### **Investigation and Resolution:**

- ANATE will appoint a designated authority that will conduct a thorough and impartial investigation into the grievance or complaint.
- The designated authority will gather relevant information, including documents and any other evidence that may help in understanding the situation, statements from involved parties and interview relevant witnesses, and any individuals who may have information related to the complaint.
- All parties involved will be given an opportunity to present their side of the story and provide any supporting evidence.
- Once all the information is gathered, the designated authority will outline a clear timeline for the next steps in the process and give an estimated timeframe for when the investigation is expected to conclude.
- The investigation will be completed within a reasonable timeframe, considering the complexity of the issue.

#### **Decision and Communication:**

- The designated authority will make a fair and unbiased decision based on the findings of the investigation.
- ANATE will communicate the decision to the complainant and any individuals involved in the complaint. The communication will include a clear explanation of the decision, the rationale behind it, and any steps that will be taken to implement the resolution.

#### **Complaints Register and Complaints Form:**

- ANATE maintains comprehensive Complaints Register to document all received grievances and complaints. This register includes essential details such as the nature of the issue, the date of receipt, the individuals involved, the steps taken for resolution, and the final outcome.
- The complaints register will be securely stored and accessible only to authorised personnel responsible for managing the grievance and complaints resolution process.
- A complaints form is also provided to individuals who wish to submit a formal complaint. This form will assist in collecting relevant information about the complaint and will ensure that all necessary details are provided for a thorough investigation and resolution.
- ANATE will ensure that the complaints register, and forms adhere to data privacy and confidentiality regulations, protecting the sensitive information contained within them.

## **6. Appeal Process:**

If the individual is not satisfied with the decision, they may appeal by submitting a written request to the designated authority within **10 working days** of receiving the outcome of the complaint.

The appeal will be reviewed by an independent third party, who will conduct a thorough review of the case and provide a final decision.

Additionally, ANATE acknowledges the complainant's right to seek third-party resolution through external agencies, such as Fair Trading or relevant regulatory bodies, should they choose to pursue further avenues of redress. ANATE encourages individuals to explore all available options for resolution while respecting their autonomy in deciding the most suitable course of action.

#### **Confidentiality and Privacy:**

All grievances and complaints will be treated with the utmost confidentiality. Information disclosed during the process will only be shared with individuals directly involved in resolving the matter. Personal information collected during the grievance and complaints process will be handled in accordance with ANATE's Privacy Policy and relevant laws. Any breach of confidentiality may result in disciplinary action.

## 7. Responsibilities:

### **Management:**

- Provide support for the grievance and complaints resolution process.
- Allocate necessary resources and cooperation for investigations.
- Approve decisions and outcomes of the resolution process.

### **Designated Authority:**

- Oversee the grievance and complaints resolution process.
- Maintain confidentiality of all parties involved.
- Conduct thorough and impartial investigations.
- Facilitate communication between involved parties.
- Ensure the timely completion of the resolution process.

### **All Individuals:**

- Act in a professional and respectful manner when addressing complaints, concerns, or grievances.
- Provide accurate and truthful information during the resolution process.
- Cooperate with ANATE's investigation and resolution procedures.

## 8. Relevant Regulations, Laws, or Standards:

The Grievance, Complaints and Appeals Policy and Procedure at ANATE are designed to ensure that addressing concerns, submitting complaints, and seeking resolutions does not impede on an individual's right to raise issues in a safe, confidential, and supportive environment and in accordance with:

- Fair Work Act 2009
- Anti-Discrimination Act 1977
- Work Health and Safety Act 2011
- Privacy and Personal Information Protection Act 1998
- Australian Consumer Law

## 9. Policy Review

This policy will be reviewed annually or whenever legislation changes, to ensure it remains effective, relevant, and compliant with state and federal laws.

Version Number	Publish Date	Reviewed By	Changes Made	Approved By
1.0	08/08/2022	OPM	Initial release of the policy.	OPM
1.5	25/9/2023	QM	Change footer in accordance with footer standardisation policy. Changed Logo in line with Branding.	QM