

## Grievance and Complaints Policy

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### Introduction

This Policy applies to both AFL SportsReady and its wholly-owned subsidiary, SportsReady Education (collectively referred to in this document as AFL SportsReady).

AFL SportsReady is committed to promoting positive relationships with its Apprentices, Trainees, Students, Host Employers, clients and stakeholders.

Where a conflict arises AFL SportsReady is committed to providing mechanisms for resolving such conflict quickly and fairly to avoid the escalation of problems.

### Policy

It is AFL SportsReady policy to provide an avenue for grievances or complaints to be treated with efficiency, fairness, integrity, impartiality and due care. The organisation encourages all parties to approach a grievance or complaint 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 or complaint.

Anyone with a grievance/complaint in the first instance is encouraged to notify their respective AFL SportsReady contact and discuss the issue with a view to seeking a resolution of the grievance or concern.

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

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

This Grievance and Complaints Policy provides guidelines in relation to:

- A grievance or a complaint regarding a trainee or host employer;
- A grievance, complaint or appeal in relation to the service provided by *SportsReady Education* or its representatives; and
- A grievance or complaint regarding AFL SportsReady.

This Grievance and Complaints Policy should be read in conjunction with our:

- Code of Conduct;
- Privacy Policy; and
- Child Safe Policy and Child Safe Code of Conduct, which provides information as to the process to be followed in the event of a grievance or complaint that relates to the treatment of a child.

## 1. Guidelines – Grievance or Complaint regarding a Trainee or Host Employer

1.1 In the event of a grievance or dispute concerning employment, training or placement arrangements relating to a trainee or host employer, the parties concerned should make every effort to resolve the dispute through consultation and negotiation, with the involvement of the relevant AFL SportsReady Field Officer. In the first instance the initial consultation is likely to be between the Apprentice or Trainee, the Host Employer and the Field Officer.

**Please note:** These guidelines do not apply in the event a trainee experiences discrimination, harassment, vilification, bullying or victimisation at the workplace. Should this occur, the trainee is to **immediately** inform his or her AFL SportsReady Field Officer, who will provide assistance and support to the trainee.

1.2 If not settled, the aggrieved party (i.e. Apprentice, Trainee or Host Employer) is to raise the concern either directly, or through the Field Officer, to the AFL SportsReady State Manager, who will review and assist in obtaining a mutually beneficial outcome. The State Manager will bring in the Executive Manager, Employment or Legal Counsel as required.

1.3 If after this process no agreement can be reached the State Manager should (where warranted) advise the circumstances of the grievance or complaint to the State Government appointed Apprenticeship Field Officer who may become involved.

1.4 After further discussion, if the matter is not resolved then the parties will explore appropriate alternative measures to resolve the dispute.

1.5 At the discretion of the State Manager and subject to the nature and circumstances of the grievance or complaint, work should be continued until the matter is determined or resolved.

1.6 When the grievance or complaint 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.

1.7 Where the resolution of the grievance or complaint has identified required improvements, these must be implemented by AFL SportsReady.

1.8 The Field Officer and State Manager shall ensure that an accurate record of all proceedings is maintained and kept on the relevant party's file.

## 2. Guidelines – Grievance, Complaint or Appeal regarding AFL SportsReady’s Registered Training Organisation *SportsReady Education*

**Complaint** – a person’s expression of dissatisfaction with any service provided by the SportsReady Education (AFL SportsReady’s Registered Training Organisation) or its representatives.

**Appeal** – a request to review a decision that has previously been made including a decision about an assessment.

- 2.1 SportsReady Education supports all participants to lodge a complaint or appeal as required. We are committed to providing an effective and fair process to resolve matters as indicated below.
- 2.2 Participants are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. The Student Experience Manager is available to assist students to resolve their issues at this level.
- 2.3 The Student Experience Manager has been appointed as the Child Safety Officer who will deal with any child related complaints (a child being a person under the age of eighteen years). A child or young person, employee, volunteer or contractor can make a complaint or raise a concern directly to the Child Safety Officer. All complaints must be reported to the Child Safety Officer.
- 2.4 Where an informal discussion has not resolved the complaint or appeal, formal complaints and appeals should be made in writing to the Director of Education using the Complaints and Appeals Form. All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation. We as the Registered Training Organisation acknowledge the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally.
- 2.5 In the case of an assessment appeal and following an internal review of the assessment, an independent, qualified assessor will be appointed within a reasonable timeframe to review and make a decision on the assessment.
- 2.6 Resolution of formal complaint or appeal:
  - 2.6.1 On receiving a Client Complaint and Appeals Form the Director of Education shall investigate the nature of the cause of the complaint or appeal and identify the appropriate course of action to satisfy the complaint or appeal.
  - 2.6.2 The Director of Education shall record the outcome of the investigation on the Complaints and Appeals form and advise the complainant in writing of the outcome.
  - 2.6.3 The advice to the complainant shall include information and procedures concerning the complainants’ right to an external review if the outcome is not acceptable.
  - 2.6.4 In the event of the complainant reporting that they are dissatisfied with the proposed outcome of the investigation, the Director of Education shall advise the complainant that they should access the external appeals process.

2.7 If you are unsatisfied with the outcomes of any complaints or appeal, you may contact ASQA. The ASQA info line is 1300 701 801. You can also submit a complaints form available on the ASQA web site [www.asqa.gov.au](http://www.asqa.gov.au) and email it to [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). Alternatively you can print and fill out the form, and post it to:

Complaints team  
Australian Skills Quality Authority  
GPO Box 9928  
Melbourne VIC 3001

2.8 You may also wish to contact the local state or territory government department responsible for consumer affairs to resolve the matter.

2.9 Where an external complaint or appeal is found to be in your favour, SportsReady Education will take whatever action is needed to ensure that the issues regarding the complaint or appeals are addressed so that it does not reoccur. Such action may include counselling of staff where necessary.

### **3. Guidelines – Grievance or Complaint regarding AFL SportsReady**

3.1 In the event of a grievance or dispute by a person regarding AFL SportsReady or its staff (including grievances or disputes regarding a breach of the AFL SportsReady Code of Conduct or Privacy Policy), we encourage you to first raise this with your contact or representative from AFL SportsReady.

3.2 If not settled, the aggrieved party is to escalate the grievance or complaint by referring it, in writing, to

- the relevant State Manager; or
- the Executive Manager, Employment; or
- AFL SportsReady's Legal Counsel.

who will investigate the circumstances of the complaint and respond to the aggrieved party as soon as possible (no later than 30 days) regarding its findings.

3.3 When the grievance or complaint 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.

3.4 Where the resolution of the grievance or complaint has identified required improvements, these must be implemented by AFL SportsReady.

3.5 AFL SportsReady shall ensure that an accurate record of all proceedings is maintained and kept on file.

3.6 Where the grievance or complaint relates to a breach of AFL SportsReady's Privacy Policy, if you are unsatisfied with the outcome of the investigation you may wish to make a complaint to the Office of the Information Privacy Commissioner on 1300 363 992 [www.oaic.gov.au](http://www.oaic.gov.au).

3.7 AFL SportsReady shall ensure that an accurate record of all proceedings is maintained and kept on file.