## **Smart Employment Solutions**

## **Complaints & Grievances Procedure**

**Smart Employment Solutions staff;** ALL complaints and grievances must be recorded in the relevant Apprentice/Trainee and/or Host Employer file, as well as in the Complaints Register via notification to "Yellow Flag". Any complaint received by a member of the general public must be recorded in the Complaints Register via notification to "Yellow Flag".

## Apprentices/Trainees

You are an important employee of Smart Employment Solutions. As such we will always do our best to work with you to ensure that your time with us is both successful and incident free. However as with any company that you will work for, sometimes problems will arise. The below chart details the steps you should take to resolve any concerns you may have:

You should raise any concerns with your work situation or the service you are receiving from Smart Employment Solutions in the first instance with your Employment Officer.

If your concerns are resolved while speaking with your Employment Officer, no further steps are required.

If your concern is not resolved after speaking with your Employment Officer, you may contact the CEO directly by phoning our office reception on 13 30 24 and asking to speak to the CEO.

Version: 01

Date: 02/19

Should investigation of the matter by the CEO still not resolve your concerns, you may take such a problem directly to the governing body for apprenticeships and traineeships in Queensland – the Queensland Training Ombudsman (1800 773 048 or <a href="http://trainingombudsman.qld.gov.au">http://trainingombudsman.qld.gov.au</a>). They will work with you to resolve your grievance with Smart Employment Solutions.

## **Host Employers**

You are an important member of Smart Employment Solutions Host Employer network. As such we will always do our best to work with you to ensure that your dealings with us are both successful and incident free. However as with any company that you will work with, sometimes problems will arise. The below chart details the steps you should take to resolve any concerns you may have;

You should raise any concerns with relation to the service you are receiving from Smart Employment Solutions in the first instance with your Employment Officer.

If your concerns are resolved while speaking with your Employment Officer, no further steps are required.

If your concern is not resolved after speaking with your Employment Officer, you may contact the CEO directly by phoning our office reception on 13 30 24 and asking to speak to the CEO.

Should investigation of the matter by the CEO still not resolve your concerns, you may escalate your concerns (via the CEO) to the Board of Directors. If your complaint then remains unresolved to your satisfaction, you may wish to seek guidance from your legal counsel.