

Apprentice/Trainee and Host Trainer Complaints or Grievances Policy

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It is HIA Apprentices sincere intent and commitment to be fair and reasonable at all times with all Apprentice/Trainees and Host Trainers. HIA Apprentices strive to maintain this principle and practice not just concerning the matters covered by anti-discrimination laws, but to all work, and all workplace-related matters.

A grievance is a dispute, concern, problem, or complaint on any HIA Apprentice or Host Trainer-related matter which a Host Trainer or an Apprentice/Trainee considers to be unfair or unjust.

HIA Apprentices acknowledges that problems, concerns, or complaints may arise in relationships at all levels of employment. It is important therefore that satisfactory solutions be found so that matters can be appropriately resolved and not allowed to escalate. HIA Apprentices grievance resolution procedure is structured to promote fairness, sensitivity, promptness, and confidentiality. Matters intended to be managed by this process may include but not be limited to employment discrimination, work health safety, sexual harassment, intimidation or coercion, disciplinary action, or job assignments.

Any grievance or complaint should be reported by the Apprentice/Trainee/host trainer to an HIA Apprentices staff member as soon as possible after the incident occurs or the matter becomes apparent. HIA Apprentices staff will seek to achieve a resolution of the issue within 30 calendar days of being formally advised.

Step 1: Apprentice/Trainee/Host Trainer Raises the Grievance or Complaint

Upon being formally advised of the issue by the Apprentice/Trainee/host trainer in writing, the HIA Apprentices staff member shall advise their Regional HIA Apprentices Manager. Formal advice should occur only after attempts by the Apprentice/Trainee/host trainer to discuss the grievance or complaint verbally (informally) with the person/s concerned was unsuccessful.

Step 2: Mediation

The mediator (Regional Manager or designated person) is to allow both parties to present their version of events and to put forward any supporting material. All those involved in the mediation process must maintain strict confidentiality, and remain fair, impartial, and respectful of people and the process involved.

The mediator is to meet or communicate with all parties at the earliest possible opportunity. The person/s against whom the complaint is made is to be informed at the earliest opportunity, and at least 48 hours before any discussions regarding the matter commence. The mediator is to be provided the full facts of the complaint.

The mediator's responsibility is to then talk with all parties involved, fully investigate issues, and gather and record information in CRM against relevant individual's records. Based upon the information presented, a determination shall be made. Three outcomes are possible: The grievance is substantiated, the grievance is unsubstantiated (facts do not support the allegation), or based on evidence the grievance was not proven. Appropriate action will be taken to resolve the complaint or dispute, and all actions and outcomes are to be advised in writing to all parties.

Step 3 Appeal (if required)

The mediator's decision is final. An exception will apply where the Host Trainer or Apprentice/Trainee thinks that the processes set out in this procedure were not followed, or were not followed properly. In that case, an Apprentice/Trainee/host trainer may appeal in writing to the General Manager – HIA

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Apprentices. If in the opinion of the General Manager – HIA Apprentices the due process was followed, no further action will be taken. If not, a person other than the one who handled the initial grievance will be appointed to review the case.

If the HIA apprentice/host trainer isn't satisfied with HIA Apprentices Grievance and Appeals procedure, the HIA staff member shall assist the Apprentice/Trainee/host trainer in making contact with the State Training Authority in their region.