



BLACKSTONE SERVICES PTY LTD

COMPLAINT, GRIEVANCES and APPEALS HANDLING PROCEDURE



COMPLAINT, GRIEVANCES and APPEALS HANDLING PROCEDURE

At Blackstone Services Pty Ltd, we are committed to maintaining high standards of service delivery and fostering positive relationships with all individuals involved in our operations. We understand that complaints, grievances and/or appeals may arise from time to time, and we are dedicated to addressing them promptly, fairly, and effectively. This Complaint, Grievances and Appeals Handling Procedure outlines the process for lodging, investigating, and resolving such instances within our Group Training Organisation (GTO).

A complaint is defined as any expression of dissatisfaction or concern regarding the services, actions, or conduct of Blackstone Services Pty Ltd Group Training Organisation, its staff members, or affiliated parties as being unsatisfactory or unacceptable.

A grievance is defined as and not limited to issues related to unfair treatment, harassment, bullying, unsafe working conditions, conflicts with management.

An appeal is defined as a decision or outcome is considered a mistake or incorrectly made and needs referring to a higher or independent party.

COMPLAINT, GRIEVANCE or APPEAL LODGEMENT:

Individuals may make a lodgment by:

- Contacting Blackstone Services Pty Ltd Group Training Organisation directly via phone, email, or in-person.
- Submitting a written complaint, grievance or appeal by using the designated complaint form available on our website or at our office.

COMPLAINT, GRIEVANCE or APPEAL HANDLING PROCESS:

Receipt of Complaint, Grievance or Appeal:

- Upon receipt of a complaint, grievance or appeal, the designated staff member or Complaints Officer will acknowledge receipt of the complaint, grievance or appeal promptly, preferably within 2 business days.
- The complaint, grievance or appeal will be recorded in the complaints, grievance and appeal register, including details such as the nature of the complaint, grievance or appeal the complainant's contact information, and any relevant documentation.



INVESTIGATION AND ASSESSMENT:

- The Complaints Officer will conduct a thorough investigation into the complaint, grievance or appeal gathering relevant information and evidence.
- The Complaints Officer may seek additional information or clarification from involved parties or other sources as necessary.
- The Complaints Officer will assess the validity of the complaint, grievance or appeal and determine the appropriate course of action based on the nature and severity of the complaint.

RESOLUTION AND RESPONSE:

- The Complaints Officer will work to resolve the complaint, grievance or appeal in a fair and timely manner, considering the interests of all parties involved.
- Where possible, efforts will be made to address the complainant's concerns and reach a satisfactory outcome.
- The Complaints Officer will provide a written response to the complainant, summarizing the findings of the investigation and any actions taken to address the complaint, grievance or appeal.
- If the complaint cannot be resolved within the initial timeframe, the complainant will be informed of the reasons for the delay and provided with regular updates on the progress of the investigation.

ESCALATION AND REVIEW:

- If the complainant is dissatisfied with the outcome of the complaint, they may request a review of the decision by taking the complaint to a higher authority within Blackstone Services Pty Ltd Group Training Organisation.
- The escalated complaint, grievance or appeal will be reviewed impartially by a senior manager or designated committee, who will reassess the findings and determine whether any further action is warranted.
- If third party mediation is required in the case of an Apprentice or Trainee the matter will be referred to the State Apprenticentre at no cost to the Apprentice/Trainee.

CONFIDENTIALITY AND PRIVACY:

- All complaints, grievances and appeals related information will be treated with the utmost confidentiality and privacy, in accordance with relevant privacy laws and organisational policies. Personal information will only be disclosed to individuals directly involved in the complaint, grievance and appeals resolution process.



RECORD KEEPING:

- A record of all complaints, grievances and appeals received, including details of the investigation, resolution, and any actions taken, will be maintained in a secure register. This record will be periodically reviewed to identify trends, patterns, or systemic issues that may require further attention.

CONTINUOUS IMPROVEMENT:

- Blackstone Services Pty Ltd GTO is committed to learning from complaints, grievances and appeals and using feedback to improve our services and processes. Lessons learned from complaint, grievance and appeals handling will be incorporated into our ongoing quality improvement efforts to prevent recurrence and enhance stakeholder satisfaction.

CONTACT INFORMATION:

For inquiries or to lodge a complaint, individuals can contact Blackstone Services Pty Ltd Group Training Organisation using the following contact information:

Email: nikkiblackstoneservices@gmail.com