

## Purpose:

At GetCareers we are committed to providing an engaging and safe environment for all apprentices, trainees, students, hosts and visitors. We acknowledge, however, that things do not always go smoothly and that people can sometimes feel aggrieved about things that are happening.

This Complaints and Appeals Policy and Procedure provides a process to ensure the effective management and processing of complaints and/or appeals.

## Scope

This policy applies to:

- Apprentices/Trainees/Students/Hosts/Visitors
- Parents/Guardians
- GetCareers staff members

## Policy Summary

The following are the key elements of the Complaints and Appeals handling procedure:

- *Availability* – The Complaints and Appeals Policy and Procedure will be publicly available.
- *Impartiality* – When a complaint and/or appeal is made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. All parties to a complaint will be given an opportunity to give their side of the story.
- *Confidentiality* – The complainant may feel secure that GetCareers will maintain the level of confidentiality that the complainant requires.
- *Victimisation* – Management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.
- *Timeliness* – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within 15 working days. Where the process exceeds 60 days all persons involved in the investigation will be notified including a revised outcome date.

It is generally accepted that best practice occurs, when a complaint and/or appeal can be resolved in the first instance by the immediate staff member. However, if a solution cannot be found, accessing the process below enables the complainant the right to access further investigations into the issue and ensures all aspects of the issue are reported, processed and recorded.

|   |   |            |
|---|---|------------|
|  | <b>COM001 - Complaints and Appeals Policy and Procedure</b> | <b>QMS</b> |
|---|---|------------|

## Procedure

| Steps | Responsible Party       | Action  |
|-------|-------------------------|---|
| 1     | Complainant             | Lodge complaint/appeal either by telephone, in person, via email/mail, or through the GetCareers website.   |
| 2     | GetCareers Staff member | Any staff member receiving a complaint should complete a 'Complaints Resolution Form' (Appendix 1) and forward that to the CEO and relevant department manager  |
| 3     | CEO/Department Manager  | Review complaint and decide on extent of investigation required and appoint an Investigator (usually an internal member of GetCareers).   |
| 4     | Investigator            | <p>Complete investigation. This will likely involve:</p> <ul style="list-style-type: none"> <li>• Further discussion with the complainant</li> <li>• Interviewing any relevant staff members</li> <li>• Assessing any other applicable evidence/documents</li> <li>• If it is an appeal, a review of the assessment by a suitably qualified person (not the original assessor) will be undertaken.</li> </ul> <p>The Investigator will present a report to the CEO/Department Manager with the findings and recommended appropriate actions</p> |
| 5     | CEO/Department Manager  | <ul style="list-style-type: none"> <li>• Review the recommendations and decide on actions required.</li> <li>• Complainant to be advised of the outcome in writing within 15 working days of receiving the complaint.</li> <li>• If complaint or appeal remains unresolved, CEO to organise and independent arbitrator agreed to by all parties, who agree to abide by the outcomes and recommendations of the independent arbiter.</li> <li>• All parties to be advised of outcome within 5 days of the decision of the arbitrator.</li> </ul> |
| 6     | Department Manager      | All complaints will be reviewed and any requirements for changes to GetCareers policy and procedure will be actioned through the Continuous Improvement Procedure.  |

## Definitions

| Term         | Meaning   |
|--------------|---|
| Complainant  | Person making the complaint                                 |
| Investigator | Person appointed by the CEO to undertake the investigation. |

## Version Control

| Version | Date      | Changes Made                                    | Approved By | Review Due |
|---------|-----------|---|-------------|------------|
| 2       | 10/3/2026 | Update policy to cover company wide complaints. | RTO Manager | 10/3/2027  |

## Appendix 1

### Details of Complaint/Appeal

|   |  |   |
|---|--|---|
| Name of Complainant:  |  |   |
| Date of Complaint:  |  |   |
| Complainant Contact details:  |  |   |
| Relevant GetCareers Department:   | <input type="checkbox"/> GTO<br><input type="checkbox"/> RTO | <input type="checkbox"/> Labour Hire<br><input type="checkbox"/> Administration |
| Provide a detailed description of the complaint and/or appeal (please attach any supporting documentation): |  |   |
|   |  |   |

|   |   |            |
|---|---|------------|
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|---|---|------------|

|   |     |    |       |
|---|-----|----|-------|
| When did this problem arise:  |     |    |       |
| Is the complaint in relation to a particular GetCareers employee and if so who? |     |    |       |
| Has the complainant spoken to this staff member already:                        | YES | NO | Date: |
| If not, why not:  |     |    |       |
| Staff member detailing complaint:   |     |    |       |
| Complainant Signature:  |     |    |       |
| Date forwarded to CEO/Department Manager  |     |    |       |

## Investigation

|                         |  |
|-------------------------|--|
| Investigator Appointed: |  |
| Findings:               |  |
|                         |  |

|  |  |
|--|--|
| <b>Recommended Actions:</b>              |  |
| <br><br><br><br><br><br><br><br><br><br> |  |
| Date provided to CEO/Department Manager  |  |

### CEO/Department Manager recommendations

| Approved Actions   | Responsible person | Due Date |
|--|--------------------|----------|
| <br><br><br><br><br><br><br><br><br><br>   |                    |          |
| Complainant informed:  |                    |          |
| If complaint/appeal resolved, sign off below and record this and all associated documents in complaints file |                    |          |

The above complaint / appeal has been resolved and all parties notified.

Signed by:

\_\_\_\_\_  
CEO

\_\_\_\_\_  
Date

## Unresolved Complaint/Appeal

|   |  |
|---|--|
| CEO appointed Arbitrator:                             |  |
| Date of appointment:                                  |  |
| Outcome from Arbitrator:                              |  |
|   |  |
| All parties advised of outcome on:                    |  |
| All relevant information recorded in complaints file. |  |

We the undersigned agree to the outcome of the review by the independent arbiter.

|  |  |
|--|--|
| <b>Signature of CEO</b>                          |  |
| <b>Signature of Complainant and/or Appellant</b> |  |
| <b>Date of Resolution</b>                        |  |
| <b>Complaint Number</b>                          |  |