

# Hospitality Group Training Grievance Policy

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Document name: HGT Grievance Policy	Doc. #:POLDOC005	Version: 1.0
Location: C:\Users\GarthCleveland\Hospitality Group Training WA\HGTWA - Documents\MD\HGT Policies & Processes\Policies and Procedures 2026		RTO: 0386
Author: G. Cleveland	Approval date:	Review date:
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## 1. Purpose

HGT is committed to a fair, safe, and respectful working and training environment for apprentices/trainees, host employers, RTOs, and HGT staff. This policy sets out how HGT prevents, manages and resolves grievances (including complaints and appeals) in line with natural justice and procedural fairness. It complements the National Standards for Group Training Organisations and ASQA Outcome Standards 2.7 & 2.8 for RTOs.

HGT is committed to a fair, safe and respectful working and training environment for apprentices/trainees, host employers, Registered Training Organisations (RTOs) and HGT staff. This policy sets out how HGT prevents, manages and resolves grievances (including complaints and appeals) in line with natural justice and procedural fairness. It complements the National Standards for Group Training Organisations (2017) and good practice complaints handling expected across the VET sector.

## 2. Scope

This policy applies to apprentices and trainees employed by HGT, HGT employees, host employer supervisors and staff, contractors, volunteers, and visitors. It covers conduct and decisions connected to employment or training occurring at host sites, HGT premises, RTO training venues, online learning environments and any work-related digital communications. It also applies to decisions made by any third-party delivering services on HGT's behalf.

This policy applies to all apprentices and trainees employed by HGT, HGT employees, host employer supervisors and staff, contractors, volunteers and visitors. It covers conduct and decisions connected to employment or training occurring at host sites, HGT premises, RTO training venues, online learning environments and any work-related digital communications.

## 3. Definitions

- **Complaint/Grievance:** An expression of dissatisfaction about a decision, service or conduct by HGT, a host employer, an RTO, or individuals acting on their behalf.
- **Appeal:** A request to review a decision made by HGT under this policy.
- **Bullying:** Repeated unreasonable behaviour that creates a risk to health and safety.
- **Harassment:** Unwelcome behaviour (including sexual harassment) that a reasonable person would find offensive, humiliating or intimidating.
- **Discrimination:** Adverse treatment based on protected attributes (e.g. sex, race, disability).
- **Victimisation:** Unfavourable treatment of a person because they made, intend to make, or are involved in a complaint or investigation.

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## 4. Principles (Natural Justice & Procedural Fairness)

- **Impartiality:** Investigations and decisions are conducted by people who are not subject to the complaint and who declare any conflicts of interest.
- **Confidentiality:** Information is shared only on a need-to-know basis to conduct the investigation or as required by law.
- **No Victimisation:** Parties will not be adversely treated for raising a complaint or participating in a process.
- **Right to be Heard:** All parties have a fair opportunity to present their account and evidence and to respond to allegations.
- **Reasons:** Outcomes are communicated in writing with reasons and actions.
- **Accessibility:** Policy is publicly available on HGT's website and communicated during induction.

## 5. Roles & Responsibilities

**General Manager:** Oversees the process; decides outcomes; hears internal appeals; ensures remedies and improvements are implemented.

**Apprentices/Trainees & Employees:** Raise concerns early; provide accurate information; cooperate with the process; may bring a support person.

**Industry Consultant:** Receives complaints; provides advice, support and guidance; completes complaint intake and allocates a Grievance Officer.

**Grievance Officer:** Conducts impartial investigations; collects evidence; keeps parties informed; prepares written findings.

**Host Employer Supervisor/HR:** Cooperates with HGT; provides information; implements agreed workplace remedies where issues arise at host sites.

**RTO Contact:** Coordinates on training-related matters and assessment issues where relevant.

## 6. Lodging a Complaint

Complaints may be lodged via: (a) online web form; (b) email to [grievances@hgt.org.au](mailto:grievances@hgt.org.au); (c) phone to the Industry Consultant or (d) in person to a manager or Grievance Officer.

Anonymous reports are accepted; HGT will investigate to the extent possible, noting that anonymity may limit outcomes.

HGT will acknowledge complaints in writing within 2 business days.

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## 7. Timeframes & Progress Updates

Initial assessment: within 10 business days.

Investigation target: 20–30 business days, depending on complexity.

If more than 60 calendar days are required to finalise the matter, HGT will advise the complainant in writing with reasons and provide regular progress updates until completion.

## 8. Investigation Process

The Grievance Officer will develop an investigation plan proportionate to the issues, interview relevant parties and witnesses, review documents and other evidence, and make findings on the balance of probabilities. Interim measures may be implemented to manage risk.

## 9. Outcomes & Appeals

Written outcome provided to parties, with reasons and any corrective actions.

Internal appeal: A party may appeal within 14 days to the General Manager/CEO or Board delegate, who will review the process and decision. The reviewer will be independent of the original decision-maker.

Independent review: Available at no or low cost to the complainant upon request.

## 10. External Escalation Options

**Training contract disputes:** Contact the State/Territory Training Authority or AASN Provider.

**Workplace issues:** Contact the Fair Work Ombudsman or Fair Work Commission.

**Training contract disputes (e.g., suspension, cancellation, completion):** Contact the Western Australian Apprenticeship Office or your Australian Apprentice Support Network (AASN) Provider.

**Workplace issues (e.g., bullying, sexual harassment, entitlements):** Contact the Fair Work Ombudsman or, for applications to stop bullying/sexual harassment, the Fair Work Commission.

RTO compliance matters: Contact ASQA.

## 11. Privacy & Data Handling

HGT handles personal information in accordance with applicable privacy laws. Complaint records are stored securely with restricted access and retained in line with HGT record retention schedules. Information is disclosed only as necessary to investigate or as required by law.

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## 12. Record-keeping & Continuous Improvement

All complaints, appeals and outcomes are recorded in the secure Complaints & Appeals Register. Records are retained for at least 5 years (or 7 years for pay-related matters) and stored securely in accordance with privacy requirements. Trends and root causes are analysed and fed into continuous improvement activities, training and policy reviews.

## 13. Training & Communication

This policy is included in induction for apprentices/trainees, HGT staff and host employers. HGT provides periodic training to managers, Industry Consultants and Grievance Officers on fair investigations, confidentiality and record-keeping.

## 14. Related Documents & Contacts

- HGT Code of Conduct; HGT Privacy Policy; HGT Work Health & Safety Policy.
- Complaints & Appeals Register (internal).
- Contact: lydia@hgtwa.com.au; Apprenticeship Office Helpline 13 19 54; AASN Provider (as per Training Contract).

## 15. Local Resolution Guidance

Where safe to do so, parties are encouraged to seek early, local resolution (e.g., speaking with a manager or, in cases of interpersonal conflict, respectfully approaching the other party). HGT support is available at any stage, and local resolution does not replace formal complaint rights.

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