

## **4.7 WRCC Grievance Policy**

Policy Number : 4.6	Approved by Board
ASQA: standards 1,7,8 RTO: 1252	Date: 13/1/2020 Review: 01/04/2028

### **Grievance Policy**

#### **Policy Statement**

WRCC takes all grievances seriously and is committed to providing a clear and fair process for resolution. This policy applies to grievances raised by employees, students, clients, customers, and volunteers.

#### **Legal Compliance**

WRCC ensures compliance with all relevant and current legislation, including:  
 NSW Anti-Discrimination Act 1977  
 Fair Work Act 2009  
 NSW Work Health and Safety Act 2011  
 ASQA Standards for RTOs 2025

#### **Grievance Procedure**

1. The aggrieved individual must submit a signed written report to the CEO or delegate, outlining the nature of the grievance and parties involved.
2. If a written report cannot be provided, the CEO or delegate will document the grievance and obtain the aggrieved party's signature.
3. If the grievance involves the CEO, the Chairperson will manage the process.
4. The grievance is recorded in the complaints register, including name, date, and nature of the grievance.
5. WRCC will conduct a confidential and thorough investigation, involving all relevant parties.
6. A report outlining findings and recommendations will be prepared and retained by WRCC.
7. The CEO, delegate, or Chairperson will implement recommended actions and document all correspondence.
8. If the grievance is found to be malicious, legal advice may be sought.
9. If illegal activity is suspected, WRCC will refer the matter to the appropriate authorities.

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10. If unresolved, an independent arbiter will be engaged at WRCC's expense, agreed upon by all parties. All documentation will be retained in the complaints register.