

GRIEVANCES AND DISPUTE PROCESS - Customers

Occasional differences of opinion, conflicts and problems are bound to arise in the workplace and are often the result of a misunderstanding. Grievances or disputes may also arise if a person feels they have been unfairly treated, or believes they are the victim of harassment or discrimination.

At TORGAS Inc. we have a formal complaints and grievances process (outlined below) for our Host Businesses, apprentices, trainees and other stakeholders. Should you be unhappy with the level of service provided by TORGAS Inc. the SRTO or have a grievance with your Host Business or Apprentice / Trainee we want to know about it.

The process to follow is outlined below.

STEP 1. RAISE THE ISSUE WITH THE PERSON INVOLVED

Attempt to resolve the issue by raising the matter with the person involved.

If you do not feel comfortable raising the issue or believe discussing the matter with the person is inappropriate or may intensify the problem contact your Field Officer.

If the issue is still unresolved or you are unhappy with the outcome

STEP 2. CONTACT YOUR TORGAS Inc. FIELD OFFICER

Your Field Officer can be contacted via telephone, in writing or you can raise the matter formally using our 'Complaint Form' available from the TORGAS Inc. office.

Your Field Officer is responsible for liaising with all parties involved to try and resolve the issue and reach an amicable solution.

If the issue is unresolved or you are unhappy with the outcome, please contact the General Manager.

If the issue is still unresolved or you are unhappy with the outcome

STEP 3. CONTACT THE TORGAS Inc. GENERAL MANAGER

The General Manager is located at the Townsville Head office. The initial contact may be made via telephone or in writing.

The General Manager will arrange a meeting where practical to mediate and attempt to resolve the issue.

If the issue is still unresolved or you are unhappy with the outcome

STEP 4. CONTACT THE RELEVANT GOVERNMENT DEPARTMENT OR OTHER EXTERNAL DISPUTE RESOLUTION SERVICE

If you are unhappy with the way your grievance has been handled, or believe it has not been satisfactorily resolved there are external services that may be able to assist. These include:

- Local relevant Government Departments e.g. for training, industrial relations, anti-discrimination etc.;
- Dispute Resolution Services, Arbitrators, Mediators;
- Advocates etc.