

Complaint, Grievance & Appeals Form

Instructions for Completing the Form

Please complete all the details in Section 1 with as much detail as possible below. Incomplete or missing information will likely delay the processing of the complaint or grievance.

The remainder of this form will be used by Sheforce to investigate and action the complaint/grievance issue that has been raised.

Please forward the completed form to Sheforce at the most convenient address;

By Mail; **Level 3, 6 Hartington Street, Glenroy Vic 3046**

My Email; hello@sheforce.com.au

Alternatively, if you would prefer to discuss your concerns with someone directly, please do not hesitate to contact our office on **(1800 743 367 23)**

Timelines

Timelines for the complaint/grievance to be resolved;

- to be acknowledge by Sheforce within 48 hours.
- to be resolved ASAP with 15 day target timeframe
- Where the time to resolve the grievance/complaint is expected to takes more than 15 days, all parties will be notified of reason and estimated resolution timeline supplied.

Section 1

Q1. Person Lodging Complaint/Grievance

Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

Mobile/Phone: Click or tap here to enter text.

Email: Click or tap here to enter text.

Date: Click or tap to enter a date.

Q2. You are raising the complaint/grievance/appeal as:

- An apprentice/trainee employed by Sheforce
- The parent or guardian on behalf of an apprentice/trainee
- A host employer using the services of Sheforce
- A Labour Hire individual engaged by Sheforce
- A Sheforce Staff Member
- Other stakeholder (please detail): Click or tap here to enter text.

Q3. Please tick the box which best describes the complaint/grievance/appeal

- Conduct or performance of staff member
- Conduct or performance of an Apprentice/Trainee
- Conduct of performance of a Host Employer
- Service provided by Sheforce
- A decision which has impacted on you
- Other (please detail) Click or tap here to enter text.

Q4. Please detail the date of the incident/complaint/grievance? Click or tap to enter a date.

Q5. Are there any witnesses to your incident/complaint/grievance? Choose an item.

Q6. If Yes, please provide name of witness

Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

Mobile: Click or tap here to enter text.

Email: Click or tap here to enter text.

Q7. Please provide a detailed description of the complaint/grievance/appeal identifying a description of the incident/behaviour/decision in question.

Click or tap here to enter text.

Q8. What is the outcome that you are seeking?

Click or tap here to enter text.

I declare that the information provided is a true record/account of what has occurred;

Name: Click or tap here to enter text. Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

This form will be reviewed by Sheforce management who will appoint an investigator and respond accordingly, following a robust and confidential processes. You may be contacted via the details provided in the 'Person Lodging Complaints' section in regards to the information submitted in this form.

The investigator will seek to gather all relevant information. Once the investigation has been completed and relevant input received, all involved parties will have adequate opportunity to respond before a determination is made and an appropriate course of action will be communicated to all concerned parties.

Section 2

Sheforce use only:

Q1. Person Investigating

Name: Click or tap here to enter text.

Position: Click or tap here to enter text.

Mobile/Phone: Click or tap here to enter text.

Email: Click or tap here to enter text.

Date: Click or tap to enter a date.

Q2. Complainant notified of complaint/grievance received and being actioned? Choose an item.

Click or tap to enter a date.

Click or tap here to enter text.

Q3. People interviewed/contacted:

Name: Click or tap here to enter text.

Date: Click or tap to enter a date.

Notes from interview:

Click or tap here to enter text.

Name: Click or tap here to enter text.

Date: Click or tap to enter a date.

Notes from interview:

Click or tap here to enter text.

Name: Click or tap here to enter text.

Date: Click or tap to enter a date.

Notes from interview:

Click or tap here to enter text.

Q4. Outcome of the investigation:

Click or tap here to enter text.

Q5. Attach additional documents as required

Q6. Complainant notified of outcome of investigation by:

Name: Click or tap here to enter text.

Date: Click or tap to enter a date.

Q7. Complaint or Grievance resolved?

Choose an item.

Q8. If No, detail further action:

Click or tap here to enter text.

Q9. Recorded in Complaints and Grievances Register

Choose an item.

Date: Click or tap to enter a date.