

Complaints and Appeals Policy

Policy Number: 56
Authorised By: Management Board of mteSA
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Policy Statement

mteSA is committed to being fair and reasonable with employees at all times. This policy outlines the steps for handling complaints and appeals received from Apprentices/Trainees, employees, third parties and stakeholders of mteSA.

This policy and procedure will explain mteSA's obligations to manage the complaints and appeals process in a transparent manner which enables Apprentices/Trainees, employees, third parties and stakeholders to be informed and understand their rights and obligations as well as mteSA's responsibilities in relation to complaints and appeals.

Policy Guidelines:

1. This policy applies to all employees of mteSA
2. mteSA is committed:
 - i. To providing an environment in which complaints and appeals are responded to promptly, with minimum distress and maximum protection to all parties
 - ii. To ethical and responsible management of complaints and a transparent, accessible and fair complaints appeal process
 - iii. To ensure the complaints and appeals received are used as an opportunity to review and improve policies and practices at mteSA to assist with our continuous improvement
 - iv. To respect the privacy and confidentiality by adopting an ethical and professional approach to managing complaints and appeals.
3. mteSA have the responsibility to ensure they abide by the following:
 - i. Be familiar with the Complaints and Appeals Policy
 - ii. Act within constraints of legal obligations to disclose any information
 - iii. Ensure as much as practical that no victimisation of complainants, witnesses, or any other parties involved in the complaints and appeals process
 - iv. To treat all complaints seriously and investigate as required
 - v. To follow the principles of natural justice
 - vi. Ensure feedback mechanisms are available to all
 - vii. Handle complaints in a respectful manner, staying objective, collect facts and ensure confidentiality of all parties.

4. Complaints and Appeals can be Informal or Informal. It is expected that prior to any formal complaint and appeal process, the parties involved will attempt to resolve concerns directly where possible. If the parties are unable to successfully resolve the complaint directly, then a formal complaint or appeal may be lodged with mteSA using the Complaints and Appeals Form. A copy of the form is provided to the complainant, and it records the following information:
 - i. Complainants full name, address, phone/email address
 - ii. Details of the concern raised by the complainant
 - iii. Reasons outlining the escalation to a formal process
 - iv. If the complaint relates to another party and that party's full name and position.
5. mteSA will acknowledge receipt of all complaints and appeals in writing within 5 business day and record it on the mteSA Complaints and Appeals Register. mteSA hope the complaint will be finalised quickly however should the complaint require further time, mteSA will inform all parties involved of any delay in writing outlining the reasons why.
6. mteSA will investigate all complaints thoroughly and the complainant may be contacted for further information. mteSA will endeavour to seek information from all parties listed in the complaint in a timely manner.
7. If a complaint cannot be investigated by mteSA (for whatever reason), mteSA will inform the complainant at this point and refer them to the most appropriate body.
8. Where the decision or outcome of the complaints or appeals process has been resolved mteSA will inform the complainant of the outcome in writing within 30 days. The complainant then has 28 days to respond in writing if lodging a review of the decision.