

HTN POLICY AND PROCEDURES

SUBJECT: GRIEVANCE PROCEDURE (EMPLOYERS AND ISMAA MENTEES - COMPLAINTS AND PROBLEMS)



POLICY: There may be occasions when, for various reasons, services are not up to the required standard and employers and ISMAA Mentees may not be entirely satisfied. In such cases, there is a need to address the matter in the short term to achieve a satisfactory resolution. This procedure will address the short term or remedial action.

PURPOSE: To ensure that any complaints or problems, or potential problems, relating to our provision of ISMAA services or against an employer and/or ISMAA Mentee are identified, documented and brought to the attention of management.

To ensure that complaints and problems are addressed quickly and effectively.

SCOPE: All Staff

PROCEDURES AND AREAS OF RESPONSIBILITY:

All Staff

Are encouraged and empowered to report any complaints, problems, and breaches in standard operating procedures or potential problems relating to our provision of ISMAA services.

Must take remedial action as soon as possible, any written complaints/comments received or record of verbal communication must be referred with a completed report to the ISMAA Program Coordinator. Any details related to the matter are to be recorded in Tapin against the Mentee or Employer and a copy of the report uploaded.

To avoid communication problems, ensure that the problem/matter is referred directly to the ISMAA Program Coordinator in the first instance.

ISMAA Program Coordinator

Upon receipt of the Report, ensures that appropriate action to address the problem is taken in the short term or refers the matter for discussion to the Operations Manager as required.

Ensures that contact is made with the complainant within 24 hours, gives them the right of reply and resolves the problem. If there are major difficulties and advice is required it is expected that some further discussion may have to take place with the Operations Manager and/or the Chief Executive Officer.

Ensures that any ISMAA documentation or service identified in the complaint/problem is withdrawn from use until a review has been undertaken and the offending paperwork or service is rectified.

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Once the immediate concerns have been attended to and the remedial action taken, will record details of the problem in Tapin and report to the Operations Manager and/or Chief Executive Officer for sign off.

Will supply any information that will help identify the root cause(s) and/or suggested amendment or improvement in systems that is likely to prevent recurrence of such problems in the file note on Tapin in the relevant sections so that it can be considered by the ISMAA Program Committee and management.

Operations Manager

In conjunction with the ISMAA Program Coordinator, ensures that the problem logged is signed off when the complaint/problem is satisfactorily resolved and the result recorded in Tapin against the employer and/ or ISMAA Mentee.

ISMAA Contract Manager – Department of Education and Training

Complaints against HTN not suitably resolved may be formally lodged with the relevant ISMAA Contract Manager in the Department of Education and Training. In the case of a complaint being made, the ISMAA Contract Manager will attempt to bring the parties to a settlement or if such a settlement is not achievable, the matter will be escalated within the Department of Education and Training until resolved.