

Wednesday, 18 October 2017

## CWU Grievance Procedure

At CWU we endeavour to make sure that your experience with us is everything you would have hoped. Very occasionally it doesn't always work out that way. The following is the grievance procedure developed to manage any complaints which may arise from your dealings with us.

- If your matter is in relation to administrative matters (i.e. such as making bookings), raise the matter with our Office at [cwu@cwu.org.au](mailto:cwu@cwu.org.au)
- If your matter is in relation to training matters (i.e. the quality of the venue or delivery of the course), raise the matter with the Training Officer.
- If you are not satisfied with their response, you can raise the matter with the Coordinator at [dsmithwick@cwu.org.au](mailto:dsmithwick@cwu.org.au). If the grievance has the potential to affect the Approved Training Providers approval, the matter will also be raised with the ACTU for their consideration.
- The ACTU will be notified of all complaints raised with the Coordinator within 14 days of their lodgement.
- Subject to the nature of the complaint, we commit ourselves to responding to all grievances within a timely manner.
- If following a response from the Coordinator your grievance has still not been resolved, then complaints may be directed to the relevant regulator.

**Mail:** Level 9 / 365 Queen Street Melbourne, Victoria 3000

**Fax:** 03 9349 1952 or 03 9642 0333

**Email:** [cwu@cwu.org.au](mailto:cwu@cwu.org.au)