



**AIRSAFE**  
*Transport Training*

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## **2.3 Appeal or Grievance**

If you have a complaint relating to work, training or instructor, you are encouraged to follow the procedure below to try and resolve any grievance.

### *Step One*

You should first try and resolve the grievance with the person who the complaint is levied at i.e. instructor, colleague or supervisor.

### *Step Two*

If your grievance remains unresolved, you should talk to an Airsafe manager. The manager will determine whether they are the appropriate person to deal with your complaint. The manager, or the appropriate person, will then work through the complaint with you.

### *Step Three*

You will document your complaint in writing and give it to the Airsafe manager or appropriate person. The Company will then respond to your complaint in writing as soon as possible. Before the Company responds, it may investigate your complaint by talking to any other relevant people.

### *Step Four*

If your grievance still remains unresolved after Step Three, you or the Company may refer your complaint to an agreed third party for mediation and if necessary, private arbitration.

You and the Company will agree to accept as final any decision of the third party concerning your complaint.

Any cost of the third party will be shared by you and the Company equally.