



Australian Government

PALM
Pacific Australia Labour Mobility

WANEM BLONG MEKEM SAPOS I GAT WAN PROBLEM O GRIVENS (GRIEVANCE)

Sapos i gat wan problem o yu stap wari long saed blong wok, hemia ol pipol we yu save toktok wetem

Emploia blong yu, supavaesa blong yu, o welfea mo welbing sapot ofisa

Kantri lieson ofisa blong yu (CLO – country liaison officer) o tim lida
Faendem kontak blong CLO long: ([palm@deewr.gov.au/contact](mailto:palm@deewr.gov.au))

Kolem PALM skim sapot laen
long **1800 51 51 31**
(long ol taem bitwin long 8:30 am – 6:30 pm AEST)
o imelem: (palm@deewr.gov.au)

Wanem bae i hapen?

- Sapos emploia blong yu, supavaesa blong yu o tim lida blong yu i no stretem problem blong yu, toktok long **CLO** o kontaktem PALM skim sapot laen.
- CLO blong yu i save askem help blong dipatmen o hem i save sanem wan fomol komplek we oli kolem wan **grivens** (**grievance** long Inglis) long bihaf blong yu.
- Wan pesen yu trastem i save sanem wan grivens long bihaf blong yu sapos yu letem.

Wanem ia wan grivens?

- Wan grivens hem i wan problem we oli no stretem o i gat wan nara wei blong stretem problem ia we i moa gud.

Bae i tekem hao long?

Dipatmen bae hem i:

- konfem se hem i wan grivens bifo long **3 wok dei** i pas
- putum taem blong wan miting wetem yu bifo long **10 wok dei** i pas
- traem blong stretem problem ia bifo long **20 wok dei** i pas.

Oli mekem wan desisen long saed blong problem o grivens blong yu

Oli stretem problem o grivens blong yu

Sapos i gat wan imejensi, kolem 000 kwiktaem

Sapos yu no glad long desisen blong olgeta

Kolem: **1800 51 51 31** (long ol taem bitwin long 8:30 am – 6:30 pm AEST) o imelem: (palm@deewr.gov.au) mo askem blong oli riviuem desisen ia.

Yu no glad yet afta long riviu blong olgeta?

Askem long Fair Work Ombudsman blong riviuem – go long: (www.ombudsman.gov.au/complaints)

Yu nidim help wetem wan problem? Kontaktem welfea mo welbing sapot ofisa blong emploia blong yu:

Nem:

Tel:

Yu wantem mekem wan fomol komplek?

Skanem QR kod blong ridim **Grievance Management Policy (Polisi Blong Manejem Ol Grivens)** mo lodgement form (fom blong putum wan komplek).

