



Australian Government

**PALM**  
Pacific Australia Labour Mobility

# HOW TO RAISE AN ISSUE OR GRIEVANCE

If you have a problem or concern at work, here is who you can talk to

Your employer, supervisor, or welfare and wellbeing support officer

Your country liaison officer (CLO) or team leader  
Find CLO contact details at: [palmcheme.gov.au/contact](http://palmcheme.gov.au/contact)

PALM scheme support service  
Call **1800 51 51 31**  
(8:30 am – 6:30 pm AEST)  
or email: [palm@dewr.gov.au](mailto:palm@dewr.gov.au)

### What happens next?

- If your issue is not fixed by your employer, supervisor, or team leader, talk to your **CLO** or contact the PALM scheme support line.
- Your CLO can ask the department for help or submit a formal complaint (called a **grievance**) for you.
- Someone you trust can submit a grievance for you with your permission.

### What is a grievance?

- A grievance is a problem that hasn't been resolved or can be handled in a better way.

### How long will it take?

The department will:

- confirm your grievance within **3 working days**
- arrange a meeting within **10 working days**
- aim to resolve it within **20 working days**.

A decision has been made about your issue or grievance

Your issue or grievance has been resolved

If you have an emergency, call 000 immediately

If you aren't happy with the decision

Call: **1800 51 51 31** (8:30 am – 6:30 pm AEST) or email: [palm@dewr.gov.au](mailto:palm@dewr.gov.au) and ask for a review.

Do you need welfare help? Contact your employer's welfare and wellbeing support officer:

Name:

Phone:

Want to make a formal complaint?

Scan the QR code to access the **Grievance Management Policy** and the **lodgement form**.

