

# Guidelines for Trainees Making Complaints Against Employees of IPLS

This policy should be read in conjunction with the document:  
Definitions for Use with Trainee Policies and Guidelines



INSTITUTE of  
PROFESSIONAL  
LEGAL STUDIES

## Trainee complaints against IPLS employees made during appeals or applications for review to the Assessment Appeals Committee

1. Where, in the course of an appeal or an application for review to the Assessment Appeals Committee, a trainee makes or records a complaint against an IPLS employee, the National Director should:
  - (a) disclose that complaint without delay to the relevant employee and make available to that employee the document containing the substance of the complaint
  - (b) invite the staff employee to respond in writing to the complaint within a time frame commensurate with the efficient resolution of the appeal or the review, and
  - (c) make available to the appellant trainee the employee's response, although no right of reply should be given to the trainee, except in exceptional circumstances.

## Trainee complaints against IPLS employees at any other time

1. If a trainee wishes to make a complaint against an IPLS employee, he or she should approach the National Director.
2. If a trainee makes a complaint about an employee to the National Director, the National Director should inform the trainee immediately that he or she is prepared to hear that trainee's complaint provided that trainee agrees to the complaint being discussed with or disclosed to the relevant employee.
3. If the trainee agrees to discuss the complaint with the employee being present, the National Director should:
  - (a) not discuss further with the trainee the complaint until the employee is present
  - (b) advise the employee that the trainee has raised a complaint about that employee and invite that employee to attend a meeting to discuss the complaint
  - (c) hold a meeting with the trainee and the employee at the earliest opportunity to hear the trainee's complaint and to facilitate discussion about the complaint between the trainee and the employee, and
  - (d) determine the appropriate course of action from that point.
4. If the trainee declines the opportunity to discuss the complaint with the employee being present, but agrees to the complaint being disclosed to the relevant employee, or the employee declines to be present to discuss the complaint, the National Director should:
  - (a) request the trainee to record the complaint in writing
  - (b) provide a copy of the written complaint to the relevant employee at the earliest opportunity and invite that employee to respond to the complaint either verbally or in writing
  - (c) consider the complaint and the employee's response, and
  - (d) determine the appropriate course of action from that point.

5. If the trainee does not agree to the complaint being discussed with or disclosed to the relevant employee, the National Director should inform the trainee that he or she is not prepared to hear the complaint.
6. If an employee receives a complaint from a trainee against another employee, he or she should refer the trainee to the National Director.

**This policy was reviewed:** 24 June 2010

**Next review date:** June 2011