



Your local group training company

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Master Plumbers Apprentices Ltd Complaints Policy & Procedure

Apprentices, Host Employers or member of the public you wish to lodge a complaint with Master Plumbers Apprentices Limited please follow the following procedure.

The complaint should be lodged in writing to The General Manager of Master Plumbers Apprentices Limited PO Box 42, Lidcombe NSW 1825.

Please include:

Details of items of complaint including specifics such as dates and times, name and address details.

The General Manager will appoint a member of staff to investigate the circumstances of the complaint. The General Manager will reply to the person making the complaint within 14 days detailing any proposed actions that may be taken.