



Complaints and Appeals

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Policy

1. Nature of complaints and appeals

- Major Training Services responds to all allegations involving the conduct of:
 - Major Training Services, its facilitators and other staff.
 - Any student or client of Major Training Services.
- Complaints may be made in relation to any of Major Training Services' services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of teaching and assessment provided
 - teaching and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Major Training Services to be reviewed. Decisions may have been about:
 - course enrolment
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Major Training Services

2. Principles of resolution

- MTS acknowledges that a student who has a complaint or appeal has the right to raise the complaint or appeal and expect that every effort will be made by MTS to resolve it in accordance with this process, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal verbally or in writing.
- MTS will manage all complaints and appeals fairly, equitably and efficiently.
- MTS will encourage the relevant parties to approach the complaint or appeal objectively and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, MTS acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent party.
- Confidentiality will be maintained throughout the complaints and appeals process. MTS will protect the rights and privacy of all parties involved and to facilitate the return to a comfortable and productive learning environment.
- A copy of the complaints and appeal process is available to all students and staff via the MTS website and is available in the Learner Handbook. The information will also contain details of external authorities that they may approach.



- Where complaints or appeals have been received, MTS will keep evidence of how the matter was dealt with and the outcome (including the timeframes). Records of complaints that escalate to a formal complaint or written complaint will be recorded in the Continuous Improvement Log. These will be kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure and for continuous improvement.
- Major Training Services management will consider all complaints and appeals as a matter of priority. All internal avenues for resolution will be pursued.
- The complaints and appeals process will commence within 10 working days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 60 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.
- Major Training Services will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

3. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Major Training Services 's head office at PO Box 6495, Frenchs Forest NSW 2086 or Phone: 02 9907 2375; attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Major Training Services to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing within 5 business days and action will be taken towards addressing the complaint and appeal within 10 business days from the date the application is received.

4. Resolution of complaints and appeals

- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the provider is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- Complaints and appeals will be finalised within sixty (60) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- Major Training Services will maintain the student's enrolment while the complaints and appeals process is ongoing.

5. External complaint avenues

- Major Training Services acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- Where the complaint is in relation to Major Training Services: Students may seek recourse through;
 - The Australian Skills Quality Authority (ASQA)
- Major Training Services will provide complete cooperation with external mediators investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.
- This policy and procedure will be published in the Learner Handbook and on Major Training Services' website.



Procedure

A. Complaints Procedure

1. Discuss the issue with a member of staff or trainer involved

In the first instance, the complaint should be discussed with the relevant member of staff – in administration or training. Anyone with a complaint is encouraged to talk directly to the person involved to see if the matter can be resolved at this level. The complaint or appeal should be brought to the attention of the related parties within ten (10) days of the issue having taken place.

2. Discuss the issue with a Manager

Where step 1 is not appropriate, the complaint can be discussed with the MTS Administration Manager in person or by phone. An immediate resolution of the matter will be sought.

3. Fill in the complaints and appeals form and it will be considered by the CEO

If the complainant is not satisfied with the suggested resolution, the complainant should complete the Complaints and Appeals Form and return to the MTS office. The form can be obtained by email or via the website.

Information should be provided as listed below:

- A description of the complaint or appeal
- state whether they wish to formally present their case
- steps taken thus far to deal with issue / complaint
- the outcomes they would like to achieve
- any suggestion for future improvement

The CEO will consider the written complaint. Where the matter may involve the CEO and agreed third party, they will be used to consider the complaint and the resolution proposed. This will make the process fair and transparent.

4. Notification of the complaint resolution

A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant will be informed within ten (10) working days of receipt of the written complaint of the Major Training Services decision relating to the complaint.

5. Final decision of internal complaints resolution process

If agreement still cannot be reached, and the complainant wishes to pursue the matter, MTS will offer a mediation service and will appoint an independent external person to resolve this issued if required. The complainant will be given the opportunity to formally present their case. The time frame for this process should not be longer than 30 days. All relevant parties involved will receive a written statement of the outcomes, including reasons for the decision within the 30 days period. This is the final step in the internal complaints resolution process.

6. External Complaint Process

When the complainant has been advised that all Major Training Services internal complaints processes have been exhausted, the complainant will be advised of external complaint processes. This includes providing: Contact details for;

- The Australian Skills Quality Authority (ASQA)

B. Appeals Procedure

1. Discuss your results with the Assessor who marked your work

For all assessment tasks, if the student appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days after notification of your result.

2. Request a re-marking by the same Assessor or another Assessor

If agreement cannot be reached, the student has the right to request a re-marking where the work is assessed again by the same Assessor, or another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days after notification of your result.

3. Fill in and send a written assessment appeal form that will be considered by the Director of Studies

If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the CEO shall discuss the assessment decision with the student and the Assessor. The request must be submitted in writing within 30 days of the date of the remarked results.

4. Written notification of the decision

A meeting or phone conference may be offered to the student who is appealing the decision. Details will be recorded in writing and the appellant informed within 30 days of receipt of the written appeal of MTS's decision related to the appeal

5. Timeframe to submit assessment appeals

Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.

6. External Appeals Process

When the complainant has been advised that all Major Training Services internal appeals processes have been exhausted, the complainant will be advised of external appeal processes. This includes providing: Contact details for;

- The Australian Skills Quality Authority (ASQA)



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