



**Complaints and Appeals
Procedure**

Document Version

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1. Purpose

- 1.1 The purpose of this procedure is to define the system available to participants for dealing with
- complaints and appeals;
 - independent resolution; and
 - appellant rights

2. Responsibility

- 2.1 The Managing Director is responsible for implementing this procedure and ensuring that staff and participants are made aware of its application.

3. Requirements

- 3.1 Participants who are concerned about the conduct of the training provider or wishing to dispute their unit result or outcome are encouraged to attempt to resolve their concerns using this complaints and appeals procedure.
- 3.2 Participants not wanting to use this procedure may contact ASQA on 1300 701 801 for further advice.
- 3.3 Participants will be provided with a copy of the Complaints and Appeals Procedure document upon request in writing to studentadmin@murcotts.edu.au.
- 3.4 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- 3.5 All complaints and appeals will be managed fairly and equitably and as efficiently as possible
- 3.6 If you lodge a complaint or appeal, the training provider will respond formally acknowledging receipt within (5) working days, advising whether or not any action will be taken and if so, notifying you of the action taken and outcome of that action. The training provider may contact you to seek further information.
- 3.7 The training provider will aim to review complaints and appeals within four weeks of submission, however, in cases where a formal investigation is triggered, this may take longer, in which case, the training provider will provide you with regular updates as to the progress of your complaint or appeal.
- 3.8 Participants may raise any matters of concern relating to training delivery and assessment results, the quality of the teaching, participant amenities, discrimination, sexual harassment and other issues that may arise.
- 3.9 The training provider will encourage the parties to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.
- 3.10 Participants are entitled to resolve any complaint or appeal by exercising their rights to other legal remedies. Participants wishing to take this course of action are advised to:-
- 3.11 contact a solicitor; or-
- 3.12 contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 9311 for a referral to a solicitor.

4. Records

Record	Description	Location	Retention
Student Complaint Notification Form	Form for submission of a complaint	Office Manager	5 years minimum
Student Appeal Notification Form	Form for submission of appeal	Office Manager	5 years minimum
Complaints and Appeals Log	Record of individual complaint, grievance or appeal implementation	Office Manager	5 years minimum
Corrective Action Reports (CARs)	Record of corrective action and management sign off	Office Manager	5 years minimum

5. Method

- 5.1 Participants are encouraged to formally register their complaint or appeal by completing the participant complaint notification form or the student appeal notification form and submitting it to the course administrator via studentadmin@murcotts.edu.au.
- 5.2 The date of submission of a complaint or appeal will be noted on the participant file.
- 5.3 The details of the complaint or appeal, procedures followed, and the outcome will be placed in the participant file.

Local level resolution

- 5.4 Any participant with a complaint or appeal may raise the matter with the other party concerned. A meeting can be requested by the participant, at which time the complaint or appeal may be raised and a resolution sought.

Resolution by the Managing Director

- 5.5 Should the complaint or appeal remain unresolved following local-level resolution or if local-level resolution is inappropriate, then the participant should contact the Managing Director and arrange a meeting. At this meeting, the complaint or appeal can be raised, and a resolution attempted.
- 5.6 At this stage:
 - ❏ the complaint or appeal must be recorded in writing and signed and dated by the student and the Managing Director.
 - ❏ the outcome of the complaint or appeal must be recorded in writing and signed and dated by the complainant and the Managing Director.
 - ❏ the RTO will act upon any complaint or appeal found to be substantiated by a thorough and objective investigation undertaken by the Managing Director.

Resolution by External Party

- 5.7 If a resolution at a local level or by the Managing Director does not occur or is inappropriate, the student may appeal. The Managing Director will appoint, at no expense to the participant, an independent external arbiter to review the complaint and propose a resolution. The independent, external arbiter must be appropriately qualified and acceptable to both parties.

5.8 At this stage:

- ❑ the student must have an opportunity to present their case formally
- ❑ the complaint or appeal must be recorded in writing and signed and dated by the student and the Managing Director.
- ❑ the outcome of the appeal must be recorded in writing and signed and dated by the student and the Managing Director, and a copy containing the reasons for the decision will be provided to the student and a copy placed in the student file.