

Complaints and Appeals Policy and Procedure

This policy is based on Municipal Training (MT) providing appropriate mechanisms and services for participants to have complaints and appeals addressed efficiently, effectively and in a confidential manner.

1. PURPOSE:

1.1 This policy is based on MT) providing appropriate mechanisms and services for participants to have complaints and appeals addressed efficiently, effectively and in a confidential manner. A copy of this Policy and Procedure is also available on the MT website www.lka.net.au

2. SCOPE:

2.1 This policy applies to all MT staff members involved in the appeals process and all participants who make an appeal or wish to lodge a complaint against MT.

2.2 MT is committed to providing an effective, efficient, timely, fair and confidential complaints and appeals handling procedure for all participants.

2.3 This policy is made available to participants at pre-enrolment and enrolment.

2.4 This policy relates to both Academic Matters and Non-Academic Matters; Academic Matters relate to participant academic progress, assessment, curriculum, the quality of course delivery, academic achievement in a course and awards in a course. Examples include: results of review of remark against assessment results, exclusion from study, results of credit transfer or RPL applications, findings of allegations of cheating; quality of course delivery. Non-Academic Matters include sexual harassment, racial or sexual discrimination, unfair treatment, physical or verbal abuse, behavioural issues, breach of personal information, concerns about campus facilities, environment, health and safety or equipment.

2.5 This Policy and Procedure shall apply over all MT operational sites, where MT is registered to deliver training and assessment as a Registered Training Organisation for both accredited and non-accredited training programs. This Policy and Procedure shall apply to all employees, participants and those seeking to enrol with MT.

3. POLICY:

3.1 MT is committed to the continuous improvement of its services for staff and participants and aims to provide adequate and easily activated procedures to deal with complaints. MT will treat complaints seriously and ensure that all processes are clear, confidential and fair to all parties.

3.2 During the complaints and appeals process, MT will maintain the participant's enrolment.

3.3 If a participant lodges a formal complaint or appeal, the process for resolving the matter will commence within ten (10) business days.

3.4 Participants are entitled to access the complaints and appeals procedures set out in this policy. The complainant and respondent will not be victimised or discriminated against at any stage of the process. When making a complaint, participants have a right to:

- i. be present or make written presentation to any committee convened to hear the complaint;
- ii. be accompanied and assisted by a third party (such as a family member, friend, counsellor or other professional support person) at any or each stage of the process;
- iii. receive and respond to any documentation, as appropriate, that is submitted in connection with a complaint;
- iv. have a complaint treated confidentially with details only disclosed to staff involved in the complaint resolution process.
- v. details will only be disclosed to third parties when MT has reasonable grounds to believe that failure to disclose the information will cause a threat to the life or health of any person, or the use is authorised by law
- vi. At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures must be given if so requested by the complainant and/or respondent;
- vii. have records of complaints and appeals and their outcomes be kept strictly confidential. Parties to the complaint will be allowed supervised access to these records.

3.5 Possible outcomes for making a complaint

- i. A written undertaking or apology
- ii. Written agreements in regard to future behaviours or actions;
- iii. Remedial action;
- iv. The issuing of new or updated internal procedures or guidelines;
- v. Conciliation/mediation between two parties under the guidance of a mutually accepted impartial third party;
- vi. Independent external mediation.

3.6 The person who is the subject of concern must know all the allegations in relation to their behaviour.

- i. they must have a full opportunity to put their case forward;
- ii. all parties to the complaint have the right to be heard;
- iii. all relevant submissions and evidence must be considered; i
- v. matters which are not relevant will not be considered;
- v. a decision must be based on evidence; vi. the right to impartiality in the investigation and decision-making process;
- vii. the right to an absence of bias in the decision maker.

3.7 MT will provide the participant with a written statement on the outcome including details of the outcome.

3.8 If the participant is not satisfied with the result or conduct of the internal complaint handling and appeals process, the participant may initiate an external appeal. External appeals must be initiated within Ten (10) business days of the conclusion of the internal appeal and the participant must notify MT's CEO that they are initiating an external appeal.

3.9 If the internal or external complaint handling or appeal process results in a decision that supports the participant, MT will immediately implement any decision and/or corrective and preventative action required and advise the participant of the outcome.

4. PROCEDURE

4.1 Stage One (Verbal) In the first instance, complaints should be discussed with the person/people involved. If this is impractical, complainants should communicate with one of the staff listed below. The verbal complaint or appeal will be dealt with free of charge and within a reasonable timeframe, normally within ten (10) business days of receipt of the complaint. Participants should email admin@qualitytraining.com.au and address their communication to one of the following staff members: i. Managing Director ii. Operations Director iii. Vocational Education Manager iv. Compliance Officer Participants have three (3) options for proceeding:

- i. Take no further action;
- ii. Make comments or suggestions
- iii. Make a written complaint or appeal in accordance with Stage two.

4.2 Stage 2 (Written) If unsatisfied with the response to the complaint or the time taken to resolve the matter is Stage One, the complainant may complete MT Complaints and Appeals Forms, available online at www.lka.net.au or from head office and forward it the CEO, who will discuss the Complaints and Appeals Policy V1.0 2020

complaint with the relevant MT staff member. The written complaint or appeal will be dealt with free of charge and within a reasonable timeframe, normally within ten (10) business days of receipt of the complaint. Once a decision has been reached, the participant will be notified of this decision in writing. Staff handling the complaint will ensure they:

- i. Listen and understand the nature of the complaint;
- ii. Explore all the options and possible implications for resolving the issue with the complainant;
- iii. Avoid any behaviour that might reasonably be interpreted as interrogative or judgemental;
- iv. Endeavour to find a resolution.

Participants then have three (3) options for proceeding:

- i. Take no further action;
- ii. Make comments or suggestions;
- iii. Activate the external appeals process in accordance with Stage three.

4.3 Stage 3 (External) If unsatisfied with the response to the written complaint or the time taken to resolve the matter, the complainant may request that the matter be dealt with through an external dispute resolution process. This external appeal must commence within 10 business days of the conclusion of the internal appeals process. The complainant may appoint an external agency of their choice or access one of the options as listed below. The complainant will be responsible for any associated costs for the external agencies' services. Details for external bodies and contacts are: Commonwealth Ombudsman – International Participants The Office of the Commonwealth Ombudsman investigates complaints that international participants have with private education providers. A private education provider can be a school, college or university in Australia. This service is free. Hours: 9:00am to 5:00pm Monday to Friday Phone 1300 362 072 Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-participants> Online Complaint Form: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form> The National Training Complaints Hotline – International and Domestic Participants The National Training Complaints Hotline is a joint initiative between the Commonwealth, State and Territory Governments. Anyone with a complaint or query about the training sector has one number to call, so they can report a complaint, and have it referred to the right authority for consideration. Hours: Monday to Friday 8am to 6pm Nationally Phone: 13 38 73 (Select option 4) Email: Information on how to submit an email complaint to the National Training Complaints Hotline are detailed on the following webpage <https://www.education.gov.au/email-complaints> Website: <https://www.education.gov.au/NTCH>

Participants dissatisfied with the quality of service or training provided by MT may lodge a complaint with ASQA, who are authorised to deal with complaints about:

- The information provided to participant about course(s)
- The delivery and assessment of the training received

- The qualifications that have or have not been issued

Phone: 1300 701 801 Website: <https://www.asqa.gov.au/complaints>

Services available to assist: If you are a non-English speaking person, help is available through the Translating and Interpreter Service (TIS) on 131 450. If you are deaf, or have a hearing impairment or speech impairment, contact the National Relay Service <https://relayservice.gov.au> for assistance with your complaint. • TTY users phone 133 677 then ask for 1300 362 072 • Speak and Listen users phone 1300 555 727 then ask for 1300 362 072 • Internet Relay users connect to the National Relay Service <https://internet-relay.nrscall.gov.au> then ask for 1300 362 072 VET Participant Loans Ombudsman (VLSO) – Domestic Participants The Office of the Commonwealth Ombudsman investigates complaints about problems that VET FEE-HELP or VET Participant Loans participants have with their provider in Australia. This service is free, independent and impartial. Hours: 9:00am to 5:00pm Monday to Friday Phone 1300 362 072 Website: <http://www.ombudsman.gov.au/How-we-can-help/vslo> Online Complaint Form: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form> Face to Face: by appointment only – call 1300 362 072 to book Adelaide Office Level 11 25 Grenfell St Adelaide SA 5000

4.4 Remedial Action If the outcome of a participant’s appeal through the internal or external complaints and appeals handling process is favourable to the participant, MT will immediately advise the participant of this and implement a decision and/or corrective and preventative action required.

4.5 Records MT will file records of all informal and formal discussions regarding complaints, concerns and appeals and will record such evidence on the participant file. If required, a corrective Action will be raised and actioned.

Andrew Finlayson
CEO
Municipal Training

COMPLAINTS AND APPEALS POLICY – FLOW CHART

