



POLICY NUMBER: **MAT004**

NAME: **Complaints and Appeals Policy and Procedure**

APPROVED BY: RTO Director

Date of Next Review: 31 October 2022

SECTION 1 – INTRODUCTION

PURPOSE

This policy outlines the management process undertaken by Medical Administration Training (MAT) the RTO for receiving and responding to complaints, grievances or appeals in a timely, fair, and transparent manner.

DEFINITIONS

RTO - Registered Training Organisation, an entity registered with ASQA.

Complainant - The person or entity raising the complaint.

Grievance - an official statement of a complaint over something believed to be wrong or unfair.

Complaint – A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of a staff member of the RTO.

Appeal - is where a student or staff member or stakeholder of Medical Administration Training or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO.

Mediation - intervention in a dispute in order to resolve it i.e. arbitration.

Natural Justice - principles, procedures, or treatment felt instinctively to be morally right and fair.

SCOPE

The complaints/appeal handling system will address any expression of dissatisfaction with any aspect of the RTO's services and activities, including both academic and non-academic matters, including but not restricted to:

- The quality of training delivery and assessment
- Student support
- Materials
- Fees and payment instalments
- Enrolment and eligibility to enrol
- Academic issues, including course content, student progress and assessment results and the non-award of a qualification
- Privacy issues, the handling of personal information and access to personal records
- Concerns about bullying, harassment, intimidation or discrimination
- Student disciplinary actions taken
- Administrative or customer service issues.

RESPONSIBILITIES

The RTO Manager is responsible for:

- Management and monitoring of complaints handling within the RTO
- Providing advice and assistance to people who have a complaint
- Identifying systemic issues arising from complaints and making improvements where necessary

People making a complaint are responsible for:

- Providing a clear and honest account of their concerns and their expectations for the outcome of their complaint, including providing all relevant information and documents to assist in the investigation and resolution of the matter
- Engaging openly in the complaint handling process, including participating in discussion with other parties to resolve the concerns
- Responding to requests for information in a timely manner
- Respecting those individuals involved in the complaint handling process

Staff directly named or involved in a complaint are responsible for:

- Providing a clear and honest account of their concerns and their expectations for the outcome of the complaint, including providing all relevant information and documents to assist in the investigation and resolution of the matter
- Engaging openly in the complaint handling process, including participating in discussion with other parties to resolve the concerns
- Responding to requests for information in a timely manner
- Respecting those individuals involved in the complaint handling process

POLICY STATEMENT

- This policy and procedure aims to be accessible and well-publicised to the RTO community by being made available on the RTO's website and in materials provided to learners on commencement of enrolment.
- The RTO ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.
- The privacy and confidentiality of all parties will be maintained throughout the process of making and resolving complaints/appeals.
- The RTO ensures that all complaints and appeals will be heard with resolutions reached within 30 calendar days of receiving the complaint or appeal, where possible.
- In the case of the time frame being longer than this, the RTO will communicate with the complainant/appellant why the process is taking longer and an estimated timeframe for resolution as well as being kept informed regarding ongoing progress.
- If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.
- Details of all complaints and appeals will be securely maintained in a Register of Complaints and Appeals.
- All complaints substantiated by the complaints/appeals procedure will be reviewed as part of the MAT continuous improvement procedure.

SECTION 3 – PROCEDURE

All stakeholders including potential and past students and clients may use the RTO's Complaints and Appeals procedure if they are dissatisfied with any aspect at the RTO.

The following steps are to be followed:

GRIEVANCE

1. Academic grievances are to be raised to relevant Trainer by calling 1300 887 082 or emailing: support@medtrain.com.au
2. Non-academic grievances relating to service issues, financial and any other non-academic issues are to be raised to the administration team by calling 1300 887 082 or emailing: info@medtrain.com.au
3. Discuss the issue directly with those involved and try to resolve it informally.

COMPLAINT

If no resolution is reached using the informal means, your request is to be put in writing. All formal complaints must be via use of the RTO's Complaints and Appeals form [CLICK HERE](#), and submitted via email: info@medtrain.com.au

1. All formal complaints will be acknowledged in writing within 3 business days of receipt.
2. Within five (5) working days from receipt of written notification the RTO Manager will commence an unbiased investigation into the matter.
3. A response/resolution will be presented to the person within 30 working days.

APPEAL

If the complainant is dissatisfied with the response/resolution outcome, they may lodge an appeal with the RTO Director for further investigation.

The RTO Director will:

1. Review the findings of the complaint response/resolution.
2. Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
3. Provide a written report to the complainant within ten (10) business days, advising the further steps taken to address the complaint, including the reasons for the decision.
4. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

MEDIATION

Should the internal appeal not be satisfactory, Medical Administration Training Pty Ltd will make arrangements for mediation through an independent party to resolve the issue and outline any costs that may be involved with this to the client.

1. A request for review by the independent party needs to be received within 28 days of receipt of the outcome from the Medical Administration Training.
2. The cost of this process will be shared between the parties.
3. The client will be given the opportunity to formally present their case.
4. The time frame for this process may vary depending on information provided and the context of the situation but should take no longer than 30 working days.
5. All parties involved will receive a written statement of the outcomes, including reasons for the decision within a reasonable time frame as indicated by the mediator.

OMBUDSMAN

If the person is dissatisfied with the decision made in the appeal from the internal independent process and all internal mechanisms have been exhausted, the next step is for the person to engage in communication with the relevant Ombudsman or as appropriate per state:

Ombudsman

QLD – <https://trainingombudsman.qld.gov.au/>

NSW – <https://www.ombo.nsw.gov.au/>

ACT – <https://www.ombudsman.act.gov.au/>

SA – <https://www.ombudsman.sa.gov.au/>

VIC – <https://www.ombudsman.vic.gov.au/>

WA – <http://www.ombudsman.wa.gov.au/>



SECTION 4 – GOVERNANCE

RELATED DOCUMENTATION

| Name and Link |
|---|
| Privacy and Personal Information Policy |
| Continuous Improvement Policy |
| Student Handbook |
| Complaints and Appeals form |
| Continuous Improvement Register |

RESPONSIBILITY

| | |
|-----------------------------|--------------|
| Policy administrator | RTO Manager |
| Approving Person | RTO Director |

CHANGE HISTORY

| Version | Review date | Approved by | Description of Modifications |
|---------|-------------|-------------|--|
| 1 | 30-Mar-2013 | A. McFillin | Original Document |
| 2 | 07-Oct-2016 | A. McFillin | Major wording revision and update |
| 3 | 28-Feb-2018 | A. McFillin | Added documentation of decision to be entered into the student management system |
| 4 | 21-Nov-2019 | A. McFillin | Reviewed and updated branding |
| 5 | 18-03-2020 | A. McFillin | Minor wording revision and update |
| 6 | 19-10-2021 | A. McFillin | Reviewed – revised procedure to avoid confusion with the process |