

# Complaints and Appeals Policy and Procedure

## 1 Background

Menzies Institute of Technology (hereinafter known as the “Institute”) is dedicated to providing a supportive and inclusive environment. As part of this commitment, the Institute recognises that students may wish to raise a complaint, problem, issue or concern (grievance) relating to their current or past involvement with the Institute. The Institute aims to ensure that staff and students involved in a complaint resolution process are not subjected to any form of victimisation or discrimination as a direct result of the complaint being raised.

## 2 Purpose

The student complaints and appeals policy provides a framework within which students and the Institute may address all complaints registered by students in a transparent, respectful, timely, and responsible manner and at no cost to students. Transparent means the Institute provides clear information about the complaints and appeals process, with active assistance provided about the process by staff of the Institute. Confidentiality and privacy will apply to all complaints and appeals and privacy laws and other relevant legislation will ensure reporting of these details protect identities. This policy and procedure ensures compliance with Standard 6 of the Standards, as well as compliance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10.

## 3 Audience

This policy applies to all students, Trainers, assessors, Institute staff members and third parties, providing a service on behalf of the Institute.

## 4 Definitions

**Appellant:** refers to a student or a group of students that lodge an appeal.

**Complaint:** refers to any grievance or expressed dissatisfaction made formally or informally with the quality of an action taken, decision made or service provided by the Institute, or third party parties.

**Complainant:** refers to a student or a group of students that lodge a formal or informal complaint.

**Complaint and Appeals form:** the form utilised for making complaints and appeals under this policy and available on the Institute website or in hard copy from the Institute.

**Grievance:** a complaint, problem, issue or concern that is expressed in writing on an action or decision taken by the Institute with respect to a matter that has affected the student.

**Internal Appeal:** refers to a formal, written request made by a complainant to have a complaints decision reviewed and/or overturned.

**Respondent:** refers to a student, a group of students, academic staff, third party, or the Institute named in a complaint.

**Resolution:** refers to the outcome of a formal or informal complaint. Resolutions are designed to be fair to all parties involved, based on the evidence presented, and consistent with past resolutions as well as the Institute's policies.

**Third parties:** refers to any third parties affiliated or contracted in some way by the Institute. Third parties include, but not limited to education agents and work placement providers.

## 5 Policy

- 5.1. Any full-time or part-time student enrolled may register a complaint against another party. This could include:
- i. Student-student complaints
  - ii. Student-staff member complaints
  - iii. Student-Institute complaints
  - iv. Student- trainer/Assessor complaints
  - v. Student-third party complaints including complaints against education agents

- 5.2. Students are encouraged to attempt to resolve their concerns using this policy and procedures. Complainants have the right to be heard without any fear of unfairness or retaliation.
- 5.3. A complaint may be filed for any grievance or expressed dissatisfaction of the complainant. Complaints may include, but are not limited to:
- i. Application or misapplication of the Institute policy — especially if the policy or the result of the policy is seen to interfere or undermine the rights of the complainant
  - ii. Discrimination or perceived discrimination
  - iii. Harassment or perceived harassment
  - iv. Sexual harassment or perceived sexual harassment
  - v. Assault or threat of assault — including sexual assault
  - vi. Intimidation or threats against a student
  - vii. Conditions not conducive to the Institute’s establishment of a safe learning environment
  - viii. Training delivery, assessment and quality of training
  - ix. Student services and administration
  - x. Marketing information and other information
  - xi. Fees and finance related matters
  - xii. Student welfare and related activities
  - xiii. Education agent activities
  - xiv. Work placement issues
  - xv. Reasonable adjustment
  - xvi. Special consideration
- 5.4. An appeal is a request for a decision made by the Institute to be reviewed. Decisions may have been about:
- i. Refund assessments
  - ii. Response to a complaint
  - iii. Assessment outcomes / results
  - iv. Other general decisions made by the Institute
- 5.5. The complaints and appeals process is made up of four stages:
- i. Stage 1 - Informal Complaint
  - ii. Stage 2 - Formal Complaint
  - iii. Stage 3 - Internal Appeal
  - iv. Stage 4 - External Appeal

- 5.6. The Institute is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, the Institute ensures that complaints and appeals:
- i. Are acknowledged in writing
  - ii. Are responded to in a professional, consistent and transparent manner.
  - iii. Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - iv. Are able to be made at no cost to the individual.
  - v. Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- 5.7. All details relating to external appeals will be provided to students in this policy for the external appeals process.
- 5.8. At the conclusion of the formal complaint or appeal process (Stage 2 and Stage 3) the student will be given a written statement of the outcome, including the details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- 5.9. A student's enrolment must be maintained whilst an internal complaint or appeal is in progress (Stage 1, Stage 2 or Stage 3) and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is initiated by the Institute and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the wellbeing of the student or others apply.
- 5.10. The Institute will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through Stage 1 to Stage 3 of the complaints and appeals process, the complainant have the ability to initiate the Stage 4 of the process, where an appropriate external and independent body will review the process implemented by the Institute.
- 5.11. At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.

- 5.12. Where the Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, the Institute will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will regularly update the complainant or appellant on the progress of the matter.
- 5.13. The Institute will keep a thorough and confidential record of all interactions relating to the official complaint/appeal, subsequent meetings regarding the complaint/appeal, resolution, and compliance with the resolution. These records may be subjected to third party review when compelled by a legal order.
- 5.14. Throughout the complaint or appeals process, the Institute will strive to maintain the confidentiality of all parties involved in the complaint as much as possible as many complaints can be inflammatory and defamatory in nature. This may include having closed proceedings; interviewing complainant and respondent separately, and interviewing witnesses individually. All official correspondences and notifications will be marked “personal and confidential”.
- 5.15. If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the Vocational Management Team as part of the continuous improvement process. The Institute identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- 5.16. Nothing in this policy inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to contact a solicitor or contact the Law Institute of Victoria for a referral to a solicitor.
- 5.17. If at any point during the complaint or appeals process, evidence of illegal activity is uncovered, the proper authorities must be quickly notified, and all evidence must be turned over to them. This may result in an independent police investigation run concurrently in addition to the Institute’s investigation. The Institute is committed to cooperate such police investigations as the Institute must abide by the Australia Judiciary system. Notably, the Institute has no authority over the police investigations, and it may result in a criminal or civil action in addition to any resolution passed by the Institute.
- 5.18. The Institute firmly believes that trust, goodwill, and good faith between the institute, its staff, and its students are integral to creating a positive and safe learning environment. Thus, it is assumed that all complaints are made in good faith and are true in nature.

- 5.19. However, a designation of malicious/fraudulent complaint will not be applied to cases in which:
- i. There is no sufficient evidence to proceed with a resolution
  - ii. Conflict arisen from simple misunderstandings
  - iii. Conflict arisen from differing points of views
  - iv. Discrepancies due to time, trauma, or lapses in memory
  - v. Discrepancies due to fear of retaliation
- 5.20. The designation of malicious/fraudulent complaint will only be applied when it is understood that one or more parties are manipulating the complaints and appeals process or altering the facts in order to achieve a favourable resolution or defame another party.
- 5.21. If a complaint is found to be patently false or made with malicious intent throughout the course of the complaint process or if any of the testimonies provided are found to be patently false, the complaint may be dismissed. Depending on the case, disciplinary action will be undertaken according to the *MITP04 Student Code of Conduct*.
- 5.22. Formal complaints and appeals and their decisions will be securely recorded in the *Complaints and Appeals Register*. The registers will be regularly reviewed by the Compliance Manager at their monthly meetings to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. It is the responsibility of all staff members to notify the Vocational Management Team of any resolved informal complaints through the staff meeting process.

## **6 Procedures**

### **6.1 Stage 1 – Informal Complaint**

- 6.1.1 When a student or a group of students has a grievance or wishes to express dissatisfaction with another student, a group of students, academic staff, a third party, or the Institute, the complainant is encouraged to make an informal complaint to any member of the academic or administrative staff. The staff member may then:
- i. Summon a meeting between the complainant and the respondent, or meet them in person to review the issue at hand
  - ii. Review the findings
  - iii. Recommend a non-binding resolution that may have been an agreement between the two parties or a disciplinary action within the scope of the position of the staff member.

- 6.1.2 Notably, informal complaints cannot be acknowledged in cases where illegal activities involve or where the Institute policy has been violated. In such cases, formal complaints must be made.
- 6.1.3 If the complainant is unsatisfied with the non-binding resolution or the terms of the agreement are not upheld, the complainant may proceed to Stage 2 – Formal Complaints to file a formal complaint.

## **6.2 Stage 2 - Formal Complaint**

- 6.2.1 Formal complaints must be made in writing using the *MFS04 Complaints and Appeals Form* and sent to the Principal Executive Officer (PEO) at Menzies Institute of Technology, 355 Spencer Street, Melbourne VIC 3003.
- 6.2.2 Formal complaints must include:
- i. Name, contact details and student identification number (if applicable)
  - ii. Complainant's signature and date
  - iii. A thorough description of the complaint i.e. specific details of the event or grievance, names of witnesses, time, date, etc.
  - iv. The name(s) of the respondent —when the name of the respondent is unknown, a thorough description will be required. The complainant may be requested to visually identify the respondent during the process.
  - v. Indication of steps taken to date — whether the complainant made an informal complaint, its resolution, advice sought from staff, and any subsequent action/s the complainant has taken.
  - vi. Description of the complainant's desired resolution
- 6.2.3 The PEO or delegate will acknowledge the complaint in writing within 3 business days of receiving the complaint and will record the details of the complaint in the *MFRxx Complaints and appeal Register*.
- 6.2.4 The resolution phase must commence within 10 working days of the complaint being lodged in writing.
- 6.2.5 The PEO with relevant staff members will attempt to resolve less complex complaints. The matter is to be investigated to ensure all relevant information is available and it is accurate and complete before a resolution is made.

- 6.2.6 If the PEO deems the matter to be more complex, a meeting will be organised with the Vocational Management Team to arrive at an appropriate resolution. Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. Where the meeting is face to face, the complainant may be accompanied by a support person. If the matter is in relation to a third party delivering Services on behalf of the Institute, the third party should be involved in the resolution of the complaint.
- 6.2.7 A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 6.2.8 At the end of the resolution phase the PEO or delegate will provide a written response to the complainant outlining:
- i. The Institute’s understanding of the complaint
  - ii. The steps taken to investigate and resolve the complaint
  - iii. Decisions made about resolution, with reasons for the decisions made
  - iv. Areas that have been identified as possible causes of the complaint and improvements to be recommended
  - v. Their right to access the appeals process if they are not satisfied with the outcome of the complaints process.
- 6.2.9 Update the *MFRxx Complaints and appeal Register* so it includes the outcome of the complaint and showing the decision that has been made, as well as any corrective/preventative actions identify to address the issue.
- 6.2.10 Update the *MFRxx Continuous Improvement Register* showing the decision that has been made in relation to the complaint, as well as any corrective/preventative actions identified to address the issue.
- 6.2.11 Keep a copy of the complaint and supporting documents in the relevant student or staff file
- 6.2.12 Immediately implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.
- 6.2.13 If a complainant is dissatisfied with the outcome of the formal complaint process then they may proceed to Stage 3 of the process to lodge an appeal.



6.2.14 Any evidence of illegal activities uncovered through the formal complaints process must be reported to the proper authorities who may conduct their own investigation resulting in civil or criminal action.

### **6.3 Stage 3 – Internal Appeal**

6.3.1 The following matters must be lodged as a formal internal appeal within 20 working days of notification in order to be considered by the Institute.

- i. Deferral of commencement, suspension or cancelling a student enrolment outcome
- ii. Intention to report the student to the Department of Home Affairs for unsatisfactory course progress or non - payment of fees (applicable to international students only)
- iii. Intention to report and cancel the student's enrolment (applicable to domestic students)
- iv. Non achievement of unit competency (Assessment Appeal)
- v. Formal complaints process resolution

6.3.2 Formal appeals must be made in writing using the *MFS04 Complaints and Appeals Form* and sent to the Principal Executive Officer (PEO) at Menzies Institute of Technology 355 Spencer Street, Melbourne VIC 3003.

6.2.15 The PEO or delegate will acknowledge the appeal in writing within 3 business days of receiving the appeal and will record the details of the appeal in the MFRXX Complaints and Appeals Register.

6.3.3 The appeal resolution phase must commence within 10 working days of the appeal being lodged in writing

6.3.4 In reviewing Assessment Appeals, the PEO will work with the Compliance Manager to engage an independent assessor to review the original assessment decision and mark the assessment task again if required. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task. The Compliance Manager will advise the student of the outcome of the appeal.

- 6.3.5 For any other appeal, an Appeal Panel comprising two staff members not directly involved in the complaints process or the matter at hand will be convened by the PEO within 10 working days of the appeal application being received.
- 6.3.6 The Appeal Panel will meet to review the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third party delivering Services on behalf of the Institute, the third party should be involved in the resolution of the appeal.
- 6.3.7 The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, the Institute may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at the Institute's cost.
- 6.3.8 The Appeal Panel will review all relevant information and decide on an appropriate response. The investigation will also identify corrective and preventative action, which will be immediately implemented.
- 6.3.9 At the end of the resolution phase the PEO or delegate will provide a written response to the appellant outlining:
- i. The Institute's understanding of the reasons for the appeal
  - ii. The steps taken to investigate and resolve the appeal
  - iii. Decisions made about resolution and reasons for the decisions
  - iv. If relevant, areas that have been identified as possible causes of the appeal and improvements to be recommended
  - v. Their right to, and information on, the external appeals process.
- 6.3.10 Update the *MFRXX Complaints and Appeals Register* so it includes the outcome of the complaint and showing the decision that has been made, as well as any corrective/preventative actions identified to address the issue.
- 6.3.11 Update the *MFRXX Continuous Improvement Register* showing the decision that has been made in relation to the complaint, as well as any corrective/preventative actions identified to address the issue.

- 6.3.12 Keep a copy of the appeal and supporting documents in the Appellants file and in the relevant student or staff file
- 6.3.13 Immediately implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.
- 6.3.14 There are no further avenues within the Institute for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available in Stage 4.
- 6.3.15 The Institute must advise the student within 10 working days of concluding stage 3 the student's right to access an external complaints handling and appeals process at minimal or no cost. The Institute must give the student the contact details of the appropriate complaints handling and external appeals body.

#### **6.4 Stage 4 – External Appeal**

- 6.4.1 Students, if after following Stage 3 internal appeal process, still believe that the Institute is breaching or have breached its legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority outlined in clause 6.4.2, 6.4.3 or 6.4.4.

- 6.4.2 National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: [ntch@education.gov.au](mailto:ntch@education.gov.au)

- 6.4.3 Australian Skills Quality Authority (ASQA):

Complainants may also complain to the Institute's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about the Institute in relation to:

- i. the quality of our training and assessment

- ii. our marketing and advertising practices

For students:

- iii. ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- iv. If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- v. Please refer to the relevant webpage below before making a complaint to ASQA:

- **Domestic students:**

- <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

- **International students:**

- <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

- vi. Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

#### 6.4.4 The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to the Institute

- i. course fees and refunds
- ii. course or provider transfers
- iii. course progress or attendance
- iv. cancellation of enrolment
- v. accommodation or work arranged by your provider
- vi. incorrect advice given by an education agent.
- vii. if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your

results in the normal timeframe, or failing to provide services included your written agreement with the Institute.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

- 6.4.5 Following the receipt of the outcome of the external complaints/appeal the Institute must immediately implement the decision, convey the outcome to the student and undertake any improvement actions arising from the complaint.
- 6.4.6 If an appeal is against the Institute’s decision to report the international student for unsatisfactory course progress, the Institute must maintain the student’s enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the Institute’s decision to report.
- 6.4.7 If an appeal is against the Institute’s decision to defer or suspend an international student’s enrolment due to misbehaviour or to cancel a student’s enrolment, the Institute only needs to await the outcome of the internal appeals process (supporting the Institute) before notifying the Department of Education (applicable to international students only) through PRISMS of the change to the student’s enrolment.

## 7 Review

This policy will be subjected to a review and update at intervals of three years from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

## 8 Appendix – Summary of Complaints and Appeals Process

Stage	Step	Task	Responsibility
Stage 1	Step 1	Complainant lodges an informal complaint to a member of the staff.	Complainant

Informal Complaint	Step 2	Staff member review the informal complaint for any illegal activity or where the Institute policy has been violated. If there is evidence of illegal activity or violation of Institute policy, the staff member should advise the complainant to proceed to stage 2 to lodge a formal complaint. If, no illegal activity or policy breaches are found, the staff member initiates step 3 of the informal complains stage.	Staff member
	Step 3	Staff member initiates the informal complaints process and summon a meeting between the complainant and the respondent, or meet them in person to review the issue.	Staff member
	Step 4	Review finding and recommend a non-binding resolution.	Staff member
	Step 5	If the complainant is satisfied with the resolution the complaints process concludes. However, if the complainant is unhappy with the resolution, the complainant may proceed to stage to lodge a formal complaint.	Complainant
Stage 2 Formal Complaint	Step 1	Complainant lodges a formal complaint following the informal complaints process using the <i>MFS04 Formal Complaints and Appeals Form</i> to the PEO.	Complainant
	Step 2	PEO reviews the form and identifies the issues and acknowledge in writing of the complaint within 3 working days and will record the details of the complaint in the <i>MFRXX Complaints and appeal Register</i> .	PEO or delegate
	Step 3	PEO will work with relevant staff/department Coordinators/Manager to attempt to resolve less complex complaint. The matter will be investigated to ensure all relevant information is available and it is accurate and complete before a resolution is made.	PEO or delegate and other relevant staff members
	Step 4	If the PEO deems the matter to be more complex, a meeting will be organised with the Vocational Management Team to arrive at an appropriate resolution. Seek further details from the complainant, respondent or other involved parties may be requested during this stage. If the matter is in relation to a third party, the third party should be involved in the resolution of the complaint.	PEO or delegate and Vocational Management Team
	Step 5	PEO or delegate will report the decision/outcome to the complainant in writing within 10 working days of the receipt of the complaint. If the decision/outcome would be requiring additional time, the complainant will be advised before the 10 working days.	PEO or delegate
	Step 6	Update the <i>MFRXX Complaints and appeal Register</i> so it includes the outcome of the complaint and showing the decision that has been made, as well as any corrective/preventative actions identify to address the issue.	PEO or delegate
	Step 7	Update the <i>MFRXX Continuous Improvement Register</i> showing the decision that has been made in relation to the complaint, as well as any corrective/preventative actions identified to address the issue.	PEO or delegate
	Step 8	Keep a copy of the complaint and supporting documents in the Complaints file and in the relevant student or staff file	PEO or delegate
	Step 9	Immediately implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.	PEO or delegate
	Step 10	Any evidence of illegal activities uncovered through the formal complaints process must be reported to the proper authorities who may conduct their own investigation resulting in civil or criminal action.	PEO or delegate

	Step 12	If a complainant is dissatisfied with the outcome of the formal complaint process then they may proceed to Stage 3 of the process to lodge an internal appeal against the decision/outcome.	Complainant
<b>Stage 3</b> Internal Appeal	Step 1	Decide on the nature of the appeal. a) Appeal against assessment or assessment grading b) Appeals against discipline actions c) Appeals against decisions made by the Institute for a formal complaint	Appellant
	Step 2	Appellant lodges an internal appeal using the <i>MFS04 Formal Complaints and Appeals Form</i> to the PEO within 20 working days of the decision of the Institute.	Appellant
	Step 3	The PEO or delegate will acknowledge the appeal in writing within 3 business days of receiving the appeal and will record the details of the appeal in the MFRXX83 Complaints and Appeals Register.	PEO or delegate
	Step 4	The PEO to commence the appeal resolution phase within 10 working days of the appeal being lodged in writing and commence Step 5 or Step 7.	PEO or delegate
	Step 5	In reviewing Assessment Appeals, the PEO will work with the Compliance Manager to engage an independent assessor to review the original assessment decision and mark the assessment task again if required.	PEO and Compliance Manager
	Step 6	The Compliance Manager will advise the student of the outcome of the appeal within 10 working days of the lodgement of the appeal.	Compliance Manager
	Step 7	For any other appeal, an Appeal Panel comprising two staff members not directly involved in the complaints process or the matter at hand will be convened by the PEO within 10 working days of the appeal application being received.	PEO or delegate
	Step 8	The Appeal Panel will meet to review the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. If the matter is in relation to a third party, the third party should be involved in the resolution of the appeal.	Appeal Panel
	Step 9	The Appeal Panel will review all relevant information and decide on an appropriate response. The investigation will also identify corrective and preventative action, which will be immediately implemented.	Appeal Panel
	Step 10	PEO or delegate will report the decision/outcome to the appellant in writing.	PEO or delegate
	Step 11	Update the MFRXX Complaints and Appeals Register so it includes the outcome of the appeal and showing the decision that has been made, as well as any corrective/preventative actions identify to address the issue.	PEO or delegate
	Step 12	Update the MFRXX Continuous Improvement Register showing the decision that has been made in relation to the appeal, as well as any corrective/preventative actions identified to address the issue.	PEO or delegate
	Step 13	Keep a copy of the appeal and supporting documents in the Appellants file and in the relevant student or staff file	PEO or delegate
	Step 14	Immediately implement the decision as conveyed to the student and undertakes any improvement actions arising from the appeal.	PEO or delegate
	Step 15	If the appellant is unsatisfied with the internal appeals stage outcomes, an external appeals process is available in Stage 4 and these details should be notified to the students within 10 days of the conclusion of stage 3.	Appellant

<b>Stage 4</b> External Appeal	Step 1	Appellant decide on the appeal authority, and lodge an appeal using the authority's appeals process. International students lodge an appeal with the Overseas Student Ombudsman and domestic students lodge and appeal with the Australian Skills Quality Authority. All decisions made by the external appeals process will be final.	Appellant
	Step 2	PEO or delegate, after receiving notification from the relevant external authority, needs to provide all supporting documentation and evidence of the internal complaints and appeals process.	PEO or delegate

## 7 Review

This policy will be subjected to a review and update at intervals of three years from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

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<b>Relevant Standards:</b>	Standards for Registered Training Organisations 2015: Clause 5.2, 6.1, 6.2, 6.3, 6.4, 6.5 National Code 2018 Standard 6, 10	
<b>Related Policies/Documents:</b>	<i>MITP04 Student Code of Conduct</i> <i>MITP08 Deferral, Suspension and Cancellation Policy and Procedure</i> <i>MFS04 Complaints and Appeals Form</i> <i>MFRXX Complaints Register</i> <i>MFRXX Appeals Register</i> <i>MFRXX Continuous Improvement Register</i>	
<b>Responsibility:</b>	PEO, Vocational Management Team	
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<b>Version Number</b>	<b>Approval Date</b>	<b>Amendment</b>
1	03/04/2007	Creation of policy
2	05/02/2008	Review and update next review date
3	14/01/2009	Amended definition
4	16/03/2010	Amended complaints clauses
5	29/04/2010	Added clause 3.1.7



6	30/09/2010	Update next review date
7	26/10/2010	Amended definitions
8	02/04/2011	Added information and amended dates
9	29/09/2011	Amended external ombudsman from ACPET to OSO
10	01/06/2012	Added clause 3.1.8 and 3.2.8
11	08/07/2012	Amended purpose statement to state it only applies to International Students
12	08/10/2012	Amended clause 3.2.4 and 3.2.6 to include period for student to access external appeals process
13	09/10/2012	Amended clause 3.1.7, 3.1.8, 3.2.7, 3.2.8
14	01/06/2014	Amend 3.1.8 and 3.2,7 clause
15	01/08/2017	Reviewed, inserted new Clause 3.5 and updated the next review date
16	01/08/2017	Updated clauses 3.1.8, 3.1.9, 3.2.7, 3.2.9, 3.5
17	01/02/2018	Reviewed, inserted new Clause 3.6 and updated the next review date
18	18/04/2018	Updated policy and procedure sections and merged MITP54 Academic Grievance Policy and MITP55 Non-Academic Grievance Policy to this policy.
19	23/04/2019	Updated form naming from MFA registries to MFR registries. Included domestic student cancellation letter on clause 6.3.1
20	05/08/2019	Review and update the policy

# Student Complaint & Appeal Process

