

MITP07 Complaints and Appeals Policy

Quick Reference Guide

Purpose

This policy provides a fair, transparent, and timely process for resolving complaints and appeals at no cost to you. We are committed to addressing your concerns objectively while maintaining confidentiality and protecting you from victimization or discrimination.

Your Rights

You have the right to raise complaints or appeals without fear of unfair treatment, be heard and represented throughout the process, receive written responses within clear timeframes, maintain your enrollment during the process, and access external review if unsatisfied with internal outcomes. All processes follow principles of natural justice and procedural fairness.

What You Can Complain or Appeal About

- **Complaints may include:** Application of policies, discrimination or harassment, assault or intimidation, unsafe learning environment, training delivery and assessment quality, student services and administration, marketing information, fees and finance, student welfare, education agent activities, work placement issues, reasonable adjustments, or special consideration.
- **Appeals may include:** Refund assessments, responses to complaints, assessment outcomes, enrollment cancellation or amendment decisions, or other Institute decisions.

The Four-Stage Process

- **Stage 1 - Informal Complaint**
Speak with your Educator/Trainer, Head of School, or Student Services Officer. They will meet with parties involved and recommend a non-binding resolution. If unresolved or terms are not upheld, proceed to Stage 2.

- **Stage 2 - Formal Complaint**

Submit a Complaints and Appeals Form in writing to the CEO/PEO. Include your details, specific description of the complaint, names of people involved, steps taken so far, and desired resolution. You will receive written acknowledgment within 3 working days. Investigation and resolution must commence within 10 working days. The CEO/PEO will investigate (involving the Executive Leadership Team for complex matters) and provide a written response within 20 working days outlining the decision, reasons, and your right to appeal.

- **Stage 3 - Internal Appeal**

Submit an appeal using the Complaints and Appeals Form. Your appeal will follow either a Preliminary Review (for administrative matters, 5 working days) or Full Appeal Panel process (for assessment appeals or complex matters, 10 working days to convene). The panel is independent of the original decision. Possible outcomes include affirming, modifying, or reversing the original decision. You will receive a written outcome with detailed reasons.

- **Stage 4 - External Appeal**

If unsatisfied with the internal process, you can access external review through the Overseas Students Ombudsman (international students) or other independent bodies at minimal or no cost. External reviewers will assess the process and may make binding recommendations.

Important Timelines

Acknowledgment within 3 working days | Formal complaint resolution within 20 working days | Preliminary appeal review within 5 working days | Full Appeal Panel convenes within 10 working days | If more than 60 calendar days needed, you will be informed in writing with regular updates

Key Points to Remember

- **Making a complaint or appeal:** Use the official Complaints and Appeals Form, provide specific details and evidence, describe your desired resolution, keep copies of all correspondence.
- **During the process:** Your enrollment is maintained throughout, you can have a support person accompany you, all proceedings are confidential, decisions are made based on evidence

and procedural fairness.

- **After resolution:** You receive written outcomes with detailed reasons, decisions are implemented immediately, you have the right to appeal if unsatisfied, systemic issues identified will drive continuous improvement.

Confidentiality and Record-Keeping

All complaints and appeals are handled confidentially. Proceedings may be closed, parties interviewed separately, and all correspondence marked personal and confidential. Records are securely stored and may only be disclosed when required by law. Information is used to identify improvement opportunities and prevent recurrence.

Special Considerations

- **Support person:** You can have someone accompany you at any stage.
- **Illegal activities:** If evidence of illegal activity emerges, authorities will be notified.
- **Legal remedies:** Nothing in this policy prevents you from pursuing other legal options.
- **Third parties:** Complaints about education agents or work placement providers are processed through this policy.

How to Submit

Complete the Complaints and Appeals Form (available on our website or from Student Services) and submit to:

CEO/Principal Executive Officer
Menzies Institute of Technology
Level 4, 355 Spencer Street, Melbourne VIC 3003
Email: sam@menzies.vic.edu.au

External Review Bodies

- **International Students:** Overseas Students Ombudsman - www.ombudsman.gov.au
- **All Students:** National VET Regulator, Victorian Ombudsman, or independent mediation services

Related Policies

All MITP policies including assessment, fees, deferral, student code of conduct, and reasonable adjustment

This is a summary only. The complete policy is available from Student Services or our website. Last Updated: November 2025