

P 043 RTO Complaints and Appeals

1. PURPOSE

MTC Australia operating as a Registered Training Organisation addresses all complaints and appeals made by a student or client using a best practice approach and in line with the Standards for Registered Training Organisations 2015 (*Standard 6, clauses 6.1-6.6*) and all contractual obligations held by MTC Australia.

2. SCOPE

This policy applies to:

- Senior management;
- Permanent and contract staff delivering training;
- Customer service and administration staff; and
- Clients and students.

3. DEFINITION

Assessment Appeal: A dissatisfaction with an assessment in relation to the:

- Final outcome/result;
- Assessment tool; or
- Assessment procedure.

Complaint: A dissatisfaction with the procedures, outcomes or the quality of service provided by MTC Australia in relation to the following processes:

- training (classes, lessons, materials);
- course and enrolment advice and any other information provided;
- assessment (also see Assessment Appeal);
- issue of results, Certificates and/or Statements of Attainment;
- issues associated with personal safety including; access and equity, Workplace Health and Safety and bullying, harassment or mistreatment by an MTC Australia staff member or other students; and
- any other activities associated with the delivery of training and assessment services.

4. REFERENCES

4.1. This policy has been developed in accordance with the following government regulations:

- [Standards for RTO's 2015 \(Standard 6, clauses 6.1-6.6\)](#)

P 043 RTO Complaints and Appeals

- [Skills for Education and Employment program Provider Instructions and Program Guidelines 2013-2016, Clause 11.2](#)
- [Smart and Skilled Operation Guidelines Version 1 2016](#)

4.2. This policy is supported by the following standard operating procedure and related documents:

- [ET SOP 013 Complaints and Appeals](#)
- [ET F013 Assessment Appeals Form](#)
- [ET F014 Complaints Form](#)
- [Complaints and Appeals register](#)
- [ET SOP 041-Management review of quality management system](#)

5. POLICY

5.1. MTC Australia Education and Training division addresses any complaint or appeal made by a student or client of the organisation, such as an employer.

5.2. A complaint can be made at any time that the student or client is dissatisfied with the service provided by MTC Australia Education and Training division. An assessment appeal must be made within 10 days after the result has been issued.

5.3. MTC Australia Education and Training division ensures that a complainant has the right to:

- present his/her case;
- not be victimised or suffer negative treatment because he/she has made a complaint;
- be informed of the outcome of the complaint or appeal in writing within 30 days of receiving the request;
- be informed in writing, if the complaint or appeal requires more than 60 calendar days to process and finalise (including reasons why more than 60 calendar days are required);
- be regularly updated on the progress of the complaint or appeal;
- get access to an independent third party to review the complaint or appeal, if needed.

(Please note: ASQA is not able to act as the independent third party for reviewing complaints).

5.4. MTC Australia Education and Training division handles all complaints and appeals in a fair, professional, confidential and timely manner **(30 days regardless of the outcomes)**.

5.5. MTC Australia Education and Training division investigates a complaints or appeals when necessary. The investigation process is transparent and all findings are evidence based.

5.6. MTC Australia Education and Training division adopts a Win-Win approach and endeavours to reach an amicable resolution for all parties involved.

5.7. MTC Australia Education and Training division offers an appeal process when a satisfactory resolution is not achieved in the first instance. MTC Australia has a three (3) step appeal process

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P 043 RTO Complaints and Appeals

which allows students and clients to raise a complaint with senior management and finally the General Manager E&T.

- 5.8. MTC Australia Education and Training division complaints and appeals procedure is easily understood, readily available and circulated to all students, clients and staff.
- 5.9. MTC Australia Education and Training division provides students and clients with clear and timely information about how to make a complaint or appeal and the position of complaints resolution staff. MTC Australia Education and Training division informs all students about the complaints and appeals procedure prior to enrolment.
- 5.10. MTC Australia Education and Training division provides complaints resolution staff with clear information about how to handle a complaint or appeal including issues of confidentiality, conflict of interest, impartial investigation, recording and protecting client information.
- 5.11. MTC Australia education and Training division maintains a record of all written complaints and appeals and the related actions taken.
- 5.12. MTC Australia Education and Training division keeps a Complaints Register for all written complaints made and issues each with a unique identification number.
- 5.13. MTC Australia Education and Training division utilises student and client feedback (complaints and appeals) to continuously monitor and improve its procedures and service including a formal review to identify opportunities for improvement, as detailed:

[ET SOP 041-Management review of quality management system](#)