

## 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.

## P 043 RTO Complaints and Appeals

### 4. REFERENCES

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

- [Standards for RTO's 2015](#)
- [Skills for Education and Employment Service Provider Instructions 2017-2020](#)
- [Smart and Skilled Operating Guidelines](#)

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

- [SOP 017](#) Customer Compliments and Complaints Handling
- [ET SOP 046](#) Assessment Appeal Procedure
- [ET F013 Assessment Appeals Form](#)
- [Complaints Register](#)
- [Feedback Poster](#)
- [Assessment Appeals handling Process](#)
- [SOP 016 Management Review – Quality and Information Security](#)

### 5. POLICY

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

5.2. MTC Australia ensure that the principle of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

5.3. A complaint can be made at any regarding the conduct of:

- student or client is dissatisfied with the service provided by MTC Australia.
- MTC trainers, assessors or other MTC staff
- Any third parties providing services on behalf of MTC Australia. Complaints can be made to any member of staff.

5.4. An assessment appeal can be made to request a review of an assessment decision.  
within 10 days after the result has been issued.

5.5. MTC Australia ensures that a complainant/Appellant has the right to:

- present his/her case;
- not be victimised or suffer negative treatment because he/she has made a complaint;

## P 043 RTO Complaints and Appeals

- be informed of the outcome of the complaint within 30 days and appeal in writing within 10 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;
- ensure the complaint/appeal policy are publicly available.
- get access to an independent third party to review the complaint or appeal, if needed as the details are listed below:
  - Department's National Customer Service Line: Ph: 1800 805 260
  - NSW Ombudsman: Ph: 02 9286 1000; W: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
  - Anti-Discrimination Board of NSW: Ph: 02 9268 5555; **W:** [www.lawlink.nsw.gov.au/ADB](http://www.lawlink.nsw.gov.au/ADB))
  - Consultation with a private mediator or agency

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

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

5.7. MTC Australia investigates a complaint or appeals when necessary. The investigation process is transparent, and all findings are evidence based.

5.8. MTC Australia adopts a Win-Win approach and endeavours to reach an amicable resolution for all parties involved.

5.9. MTC Australia offers an appeal process when a satisfactory resolution is not achieved in the first instance. Please refer to [Assessment Appeal Handling Process](#).

5.10. MTC Australia complaints and appeals procedure is easily understood, readily available and circulated to all students, clients and staff.

5.11. MTC Australia 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 informs all students about the complaints and appeals procedure prior to enrolment.

5.12. MTC Australia 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.

## **P 043 RTO Complaints and Appeals**

- 5.13. MTC Australia securely maintains a record of all written complaints and appeals and the related actions taken on FOLIO.
- 5.14. MTC Australia keeps a [Complaints Register](#) for all written complaints.
- 5.15. MTC Australia 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 in  
[SOP 017](#) Customer Compliments and Complaints Handling  
[ET SOP 046](#) Assessment Appeal Procedure