

SP 3.1 Complaints and Appeals Procedure

Step 1: Informal complaint			
#	Who	Actions	Outcome
1.1	Complainant	a) Complainant makes an informal complaint by either calling, emailing complaints@multiskills.com.au or attending the office.	<ul style="list-style-type: none"> A complaint has been raised.
1.2	Office Operations Manager	a) Complainant must discuss the complaint with the Office Operations Manager. b) Office Operations Manager must discuss with persons involved to try and resolve it verbally. c) Form the informal process if there is no resolution the student is directed to put the information relating to the complaint, in writing, by filling out the the SP 3.1.1 Complaints and Appeals form via the website, email or a physical copy.	<ul style="list-style-type: none"> A complaint is investigated.
Step 2: Review and investigate the complaint			
#	Who	Actions	Outcome
2.1	Complainant	a) Complainant lodges a formal complaint within 7 calendar days of the incident.	<ul style="list-style-type: none"> A complaint has been raised.
2.2	Office Operations Manager	a) Once a formal complaint is received it must be entered into the SP R1 Complaints & appeals register located in MST server. b) The Office Operations Manager must send an acknowledgment of receipt via email to the complainant immediately. c) The Office Operations Manager will initiate a transparent, participative investigation to identify the issues. d) A decision on the complaint must be made within 14 calendar days of the initial application and will be discussed with members involved. e) The Office Operations Manager must inform all parties involved of any decisions or outcomes that are concluded in writing via email within 7 days of resolution. f) Information regarding outcomes must be recorded in the SP R1 Complaints & appeals register . g) A closed date is recorded on the SP R1 Complaints & appeals register . h) Copies of all documentation, outcomes and further action required must be recorded in the SP R1 Complaints & appeals register including a response by the Office Operations Manager and on the complainant's file. i) Records must be maintained as private and confidential and must be maintained for 7 years. j) In all cases the final conclusion will be assessed by the Office Operations Manager.	<ul style="list-style-type: none"> Complaint is reviewed, monitored and an outcome is achieved.

		k) Office Operations Manager identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.	
Step 3: Lodge appeal for internal review			
#	Who	Actions	Outcome
3.1	Appellant	a) Appellant completes and submits the SP 3.1.1 Complaints & appeals form either calling, emailing complaints@multiskills.com.au or attending the office.	<ul style="list-style-type: none"> ▪ Complainant appeals outcome.
3.2	Office Operations Manager	a) The complainant appeals a decision made by the Office Operations Manager within 7 calendar days . b) The Office Operations Manager must send an acknowledgment of receipt via email to the appellant immediately. c) The Office Operations Manager must then review the appeal details and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. d) The Office Operations Manager must then refer the matter to the appropriate staff to resolve, or make a decision on the appeal, within 28 days of the initial application and keep the appellant informed of any decisions or outcomes concluded, or processes in place to deal with the appeal. e) In the unlikely event that the appeal is not finalised within 60 calendar days , the RTO must ensure that the appellant must be provided reasons for the delay in writing, and will be regularly kept informed and updated of the progress of the matter. f) The Office Operations Manager must ensure that MST acts on any substantiated appeal. g) The Office Operations manager must inform all parties involved of any decisions or outcomes that are concluded in writing via email within 7 days of resolution. h) Information regarding outcomes must be recorded in the SP R1 Complaints & appeals register . i) Closed date is recorded on the SP R1 Complaints & appeals register . j) Copies of all documentation, outcomes and further action required must be recorded in the SP R1 Complaints & appeals register including a response by the Office Operations Manager and on the appellants' file. k) Records must be maintained as private and confidential and must be maintained for 7 years. l) In all cases the final conclusion will be assessed by the Office Operations Manager. m) Office Operations Manager identifies potential causes of complaints and appeals and takes appropriate corrective	<ul style="list-style-type: none"> ▪ Appeal is reviewed, monitored and an outcome is achieved.

		action to eliminate or mitigate the likelihood of reoccurrence.	
Step 4: Internal referral for external mediation			
#	Who	Actions	Outcome
4.1	Appellant	<p>a) In addition to the above internal processes, if the complainant is still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application with an external dispute resolution process by a relevant body appointed however this is at the cost of the complainant. (See below an example for contact details).</p> <p>The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process.</p> <p>Further details and office locations for this service are available from http://www.disputes.vic.gov.au/</p> <p>Organisation: Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/) Contact Point: Melbourne Office Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888</p>	<ul style="list-style-type: none"> ▪ Appellant is referred to external mediation.

SUPPORTING DOCUMENTATION

Document Code	Document Name	Document Type
SP 3.1	Complaints & appeals policy	Policy
SP R1	Complaints & appeals register	Register
SP 3.1.1	Complaints & appeals form	Form

DOCUMENT CONTROL INFORMATION

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