

## 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 <a href="mailto:complaints@multiskills.com.au">complaints@multiskills.com.au</a> or attending the office.	<ul style="list-style-type: none"> <li>A complaint has been raised.</li> </ul>
1.2	Operations Manager	a) Complainant must discuss the complaint with the Operations Manager. b) 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 <b>SP 3.1.1 Complaints and Appeals form</b> via the website, email or a physical copy.	<ul style="list-style-type: none"> <li>A complaint is investigated.</li> </ul>
Step 2: Review and investigate the complaint			
#	Who	Actions	Outcome
2.1	Complainant	a) Complainant lodges a formal complaint within <b>7 calendar days</b> of the incident.	<ul style="list-style-type: none"> <li>A complaint has been raised.</li> </ul>
2.2	Operations Manager	a) Once a formal complaint is received it must be entered into the <b>SP R1 Complaints &amp; appeals register</b> located in MST server. b) The Operations Manager must notify the Child Safety Officers immediately if the complainant is under the age of 18 years of age and refer to procedure <b>OR 10.1 Child Safe Standards Procedure</b> for the <b>Child Safety Officer</b> to investigate and acknowledge. c) The Operations Manager must send an acknowledgment of receipt via email to the complainant immediately. d) The Operations Manager will inform those involved of allegations. e) The Operations Manager will initiate a fair, unbiased transparent investigation to identify the issues and provide the opportunity to present their sides of the matter. f) A decision on the complaint must be made within <b>14 calendar days</b> of the initial application and will be discussed with members involved. g) The Operations Manager must inform all parties involved of any decisions or outcomes that are concluded in writing via email within <b>7 days</b> of resolution. h) Information regarding outcomes must be recorded in the <b>SP R1 Complaints &amp; appeals register</b> . i) A closed date is recorded on the <b>SP R1 Complaints &amp; appeals register</b> . j) Copies of all documentation, outcomes and further action required must be recorded in the <b>SP R1 Complaints &amp;</b>	<ul style="list-style-type: none"> <li>Complaint is reviewed, monitored and an outcome is achieved.</li> </ul>

		<p><b>appeals register</b> including a response by the Operations Manager and on the complainant’s file.</p> <p>k) Records must be maintained as private and confidential and must be maintained for 7 years.</p> <p>l) In all cases the final conclusion will be assessed by the Operations Manager.</p> <p>m) Operations Manager identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>	
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**Step 3: Lodge appeal for internal review**

#	Who	Actions	Outcome
3.1	Appellant	a) Appellant completes and submits the <b>SP 3.1.1 Complaints &amp; appeals form</b> either calling, emailing <a href="mailto:complaints@multiskills.com.au">complaints@multiskills.com.au</a> or attending the office.	<ul style="list-style-type: none"> <li>▪ Complainant appeals outcome.</li> </ul>
3.2	Operations Manager	<p>a) The complainant appeals a decision made by the Operations Manager within <b>7 calendar days</b>.</p> <p>b) The Operations Manager must send an acknowledgment of receipt via email to the appellant immediately.</p> <p>c) The 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.</p> <p>d) The Operations Manager must then refer the matter to the appropriate staff to resolve, or make a decision on the appeal, within <b>28 days of the initial application</b> and keep the appellant informed of any decisions or outcomes concluded, or processes in place to deal with the appeal.</p> <p>e) In the unlikely event that the appeal is not finalised within <b>60 calendar days</b>, 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.</p> <p>f) The Operations Manager must ensure that MST acts on any substantiated appeal.</p> <p>g) The Operations manager must inform all parties involved of any decisions or outcomes that are concluded in writing via email within <b>7 days</b> of resolution.</p> <p>h) Information regarding outcomes must be recorded in the <b>SP R1 Complaints &amp; appeals register</b>.</p> <p>i) Closed date is recorded on the <b>SP R1 Complaints &amp; appeals register</b>.</p> <p>j) Copies of all documentation, outcomes and further action required must be recorded in the <b>SP R1 Complaints &amp; appeals register</b> including a response by the Operations Manager and on the appellants’ file.</p>	<ul style="list-style-type: none"> <li>▪ Appeal is reviewed, monitored and an outcome is achieved.</li> </ul>

		<p>k) Records must be maintained as private and confidential and must be maintained for 7 years.</p> <p>l) In all cases the final conclusion will be assessed by the Operations Manager.</p> <p>m) Operations Manager identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>	
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**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 <a href="http://www.disputes.vic.gov.au/">http://www.disputes.vic.gov.au/</a>                      Organisation: Disputes Settlement Centre of Victoria (<a href="http://www.disputes.vic.gov.au/">http://www.disputes.vic.gov.au/</a>)                      Contact Point: Melbourne Office                      Level 4, 456 Lonsdale Street                      Melbourne VIC 3000                      Tel: 1300 372 888</p>	<ul style="list-style-type: none"> <li>▪ Appellant is referred to external mediation.</li> </ul>

## 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