

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

A dissatisfaction with an assessment in relation to the:

Appeal:

- 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 2017-2022](#)
- [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 F013 Assessment Appeals Form](#)
- [Complaints Register](#)
- [Feedback Poster](#)
- [Assessment Appeal Handling Process](#)
- [SOP 016 Management Review \(ISO 9001:2015\)](#)

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 time regarding:

- a student or client dissatisfaction 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:

- ensure the complaint/appeal policy is publicly available.
- present their case.
- not be victimised or suffer negative treatment because they has made a complaint.
- be informed of the outcome of the complaint within 30 days

P 043 RTO Complaints and Appeals

- 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).
- appeal in writing within 10 days upon receiving the outcome of the complaint.
- provide details to of a relevant independent third party to review the complaint or appeal, if needed, as listed below:
 - Department's National Customer Service Line: Ph: 1800 805 260
 - NSW Ombudsman: Ph: 02 9286 1000; W: www.ombo.nsw.gov.au
 - Anti-Discrimination Board of NSW: Ph: 02 9268 5555; W: www.lawlink.nsw.gov.au/ADB
 - Consultation with a private mediator or agency

(NB: 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

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

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

5.9. MTC Australia securely maintains a record of all complaints and appeals, and the related actions taken on FOLIO.

5.10. MTC Australia keeps a [Complaints Register](#) for all complaints and appeals

5.11. 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