

## **Complaints, Grievances and Concerns Policy**

### **Policy Statement**

Customer service is a cornerstone of Meerilinga's commitment to its workers, clients, and students. This policy and procedure covers all MTC services provided across Meerilinga locations and modes of study.

Disputes can often arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Students may wish to lodge a complaint in areas such as:

- The conduct of the RTO, its trainers, assessors or other members;
- An RTO Subcontractor;
- Another learner of the RTO;
- Facilities;
- Training and assessment processes.

When implementing this policy and procedure, Meerilinga endeavours to follow the principles of fairness and justice. Meerilinga will aim to prevent victimisation of any individual wishing to lodge a complaint against its services and will not discriminate against any individual wanting to pursue the lodgement of a complaint.

All Meerilinga members are made aware of the complaints and grievance processes through the members induction resources and training.

Clients (Including parents on behalf of a student under 18 years of age) and students will be informed of their right to make a complaint or appeal in the student handbook and respective orientation processes. The student handbook is provided in hard copy to the student upon application and is also available on the Meerilinga website:

<http://www.meerilinga.org.au/meerilinga-training-college>

All complainants have the right to be accompanied and assisted by a third party in all relevant meetings and consultations. MTC must be advised in writing of any third party and their role and authority to act on a student's behalf (Except a parent of a student under 18 years)

All documentation and records relating to a concern, complaint, grievance or appeal are held confidentially. All formal complaints will be attended to within 10 working days of being received. Formal complaints and grievances should be provided in writing to the Chief Executive Officer.

No costs are associated with lodging a Complaint that is resolved internally by Meerilinga members. Where a complaint is forwarded on to an external body for review, the costs will be shared by the student and Meerilinga. Students are encouraged to contact the Meerilinga Office for more information in this regard.

Meerilinga is a member of the Resolution Institute Student Mediation Scheme and has been chosen to handle all complaints and grievances that cannot be resolved internally by Meerilinga. Their contact details are below.

**Enquiries**

Telephone: 02 94251 3366

General Enquires: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

Website: [www.resolution.institute](http://www.resolution.institute)

Applicable Fees Schedule at time of publishing is as follows:

Upon referral of a student dispute and appointment of a mediator, the mediator will charge an initial fee. Subsequent fees may apply. The costs are shared between the parties unless other arrangement is made. Applicable fees include but are not limited to:

<b>Table of Fees</b>
<b>Mediator's fee for the first 4 hours of services</b>
<b>Subsequent hours after the first 4 hours</b>
<b>Teleconference –</b>
<b>Travel expenses – local</b>
<b>Travel expenses – not local</b>
<b>Room hire</b>

Fees and charges are subject to change without notice and published on the resolution institute website from time to time.

**Policy Purpose**

The purpose of this policy is to provide all Meerilinga workers, clients, customers, and students with clear information about Meerilinga's intentions when addressing concerns, grievances, complaints.

**Application of Policy**

The policy applies to learners or third parties of Meerilinga Training College in all VET qualifications and units of competency offered by MTC.

**Scope**

This policy applies to all Students of Meerilinga Training College who wish to make an complaint about a matter which occurred during the Student's time of Enrolment and which falls within the responsibility or control of Meerilinga.

**Exclusions**

This policy does not apply to:

- Complaints made by Employees or general members of the public.
- Appeals in relation to employment matters. Please refer to the relevant human resources policy.
- Appeals in relation to assessment outcomes

**Policy Review**

At least annually or from time to time the organisation may make changes to this policy to improve the effectiveness of its operation and customer service.