



**Marjorie Milner College**  
Excellence in Education Since 1946

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## Policy Overview

This policy focuses on the complaints, appeals and grievances procedures used at Marjorie Milner College. MMC is committed to providing an effective, efficient, timely, fair, and confidential complaints, appeals and grievances procedure for all students. Complainants are entitled to access these procedure regardless of the campus location at which the issue has arisen, the Complainant's place of residence or mode of study. Wherever possible, Marjorie Milner College seeks to resolve issues informally however students are made aware that they have access to formal processes to lodge a complaint, appeal or grievance.

### Responsibility

Gregory Milner (CEO/Principal) is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

### Legislative Rationale

This policy addresses the requirements specified under Standard 6, Clause 6.1 – 6.5 of the *Standards for Registered Training Organisations (RTOs) 2015* and Schedule 1, Clause 1.5 of the *Higher Education Skills Group Skills First 2017 VET Funding Contract*.

### Definitions

**The Act** refers to the *Higher Education Support Act 2003*

**Student/s** refers to all persons enrolled in a unit of study at Marjorie Milner College

**Complainant** refers to Students (as defined above) who have lodged an academic complaint with Marjorie Milner College.

**Academic matters** include those matters that relate to student progress, assessment, course content or awards in a course of study.

**Non-academic matters** include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

## Complaints, Appeals and Grievances

A complaint is a type of problem, concern or grievance about studies, student life, the College or the College environment. Anything that negatively impacts or effects on the studies or experience of a student at Marjorie Milner College may be raised as a complaint.

Where possible, MMC seeks to resolve complaints through a process of discussion, co-operation and mediation (where necessary) as soon as possible after an incident or situation has occurred. All complaints will be acknowledged and handled promptly, sensitively, with close regard paid to impartiality, fairness and confidentiality. All complainants will be protected from detriment or disadvantage if they choose to lodge a complaint.

### General Principals

In regards to all complaints, appeals and grievances, the following general principles apply to all stages of the procedure and will be adhered to by Marjorie Milner College:

- The Complainant and respondent will have the opportunity to present their case and point of view at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all complaints, appeals and grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at the head office, 401 Canterbury Road, Surrey Hills.
- A Complainant shall have access to this procedure at no cost.

### Complaint Responders

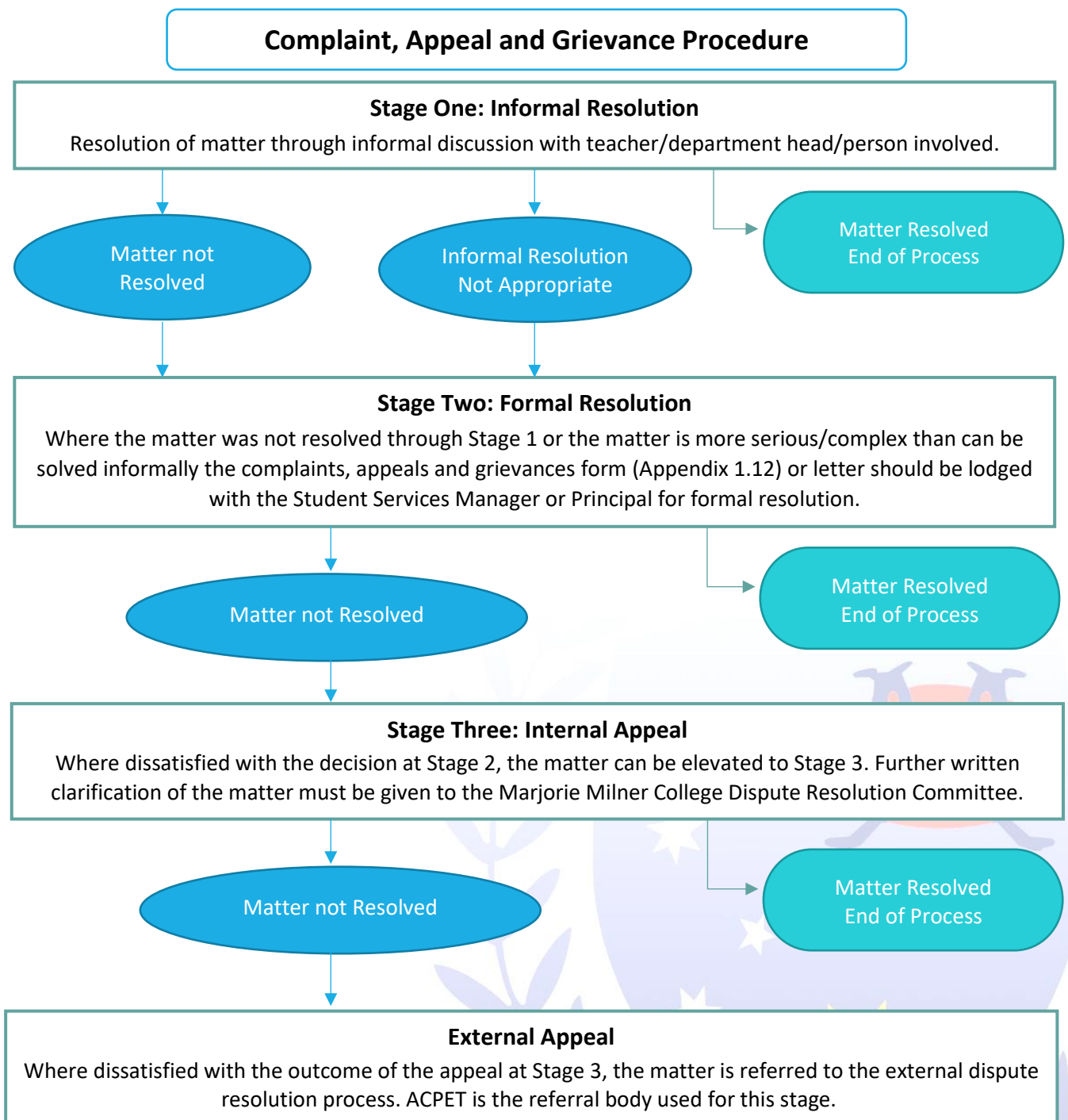
Marjorie Milner College encourages its students to make their concerns regarding an issue or problem known initially to the person(s) involved as well as their Head of Department or Student Services Staff. This enables students to address any minor issues or concerns they have easily and quickly.

The heads of departments are as follows:

<b>Floristry Department</b>	Nicole Gibson	<b>Hairdressing Department</b>	Natalie Miller
<b>Beauty Department</b>	Beverley Greenwood	<b>Student Services Manager</b>	James Milner

## Complaints, Appeals and Grievances Procedure

The three-stage complaints procedure is simple to complete and students are informed of its accessibility as part of the pre-enrolment handbook and enrolment procedure. As mentioned above, all records of complaints, appeals and grievances are kept strictly confidential and stored at the MMC Head Office at 401 Canterbury Road, Surrey Hills. As stated on the Complaints, Appeals and Grievances Form (Appendix 1.12), information provided by the complainant may need to be divulged to the persons with direct involvement (where appropriate). If a complainant has concerns about this process, they must discuss the matter with the Student Services Manager or Principal as part of the complaints, appeals and grievances process. The following flowchart outlines the overall resolution procedure.



## Stage One: Informal Resolution

Before making a formal complaint, students are encouraged to discuss their issue or problem informally with their Head of Department or Student Services Staff to assess whether the matter can be resolved without lodging a formal complaint.

If the matter is regarding an academic appeal or grievance, teachers must make a decision regarding the matter and inform the student of the outcome within one week. If dissatisfied with the outcome, the student may decide to lodge a written appeal and proceed to stage two of the procedure.

## Stage Two: Formal Resolution

If the matter has not or cannot be resolved informally, the complainant may lodge a formal complaint. Formal complaints should be submitted in writing to the Student Services Manager either as a letter or through use of the Complaints, Appeals and Grievances Form (Appendix 1.12). If there are any conflicts of interest (such as if the complaint is about the conduct of the Student Services Manager), the complaint will be passed on to the College Principal.

The responsible officer(s) within Marjorie Milner College will then assess the complaint/appeal, detail their investigation using a Complaints and Appeals Investigation Report (Appendix 6.11), determine the outcome and advise the complainant in writing of their decision within five (5) business days of receiving the complaint.

The complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of stage two.

## Stage Three: Internal Appeal

If the complainant is not satisfied with the outcome of stage two they may appeal the decision by addressing their concerns, in writing, to Gregory Milner, the CEO/Principal.

The complainant's appeal will be determined by the Dispute Resolution Committee of Marjorie Milner College. This committee comprises of the heads of each department for Marjorie Milner College. Every head of department is required to be involved in the dispute resolution process except for the department head of the complainant. The student services manager, is responsible for the relay of messages between the MMC Dispute Resolution Committee and the complainant.

A reviewer will be selected from the committee to conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within five (5) business days.

If more than the usual five (5) business days are required, the complainant will be informed in writing with the reasons behind the additional time. The complainant in this instance will be given regular updates on the progress of the matter.

The Complainant will be advised of their right to an external appeal if they consider the matter unresolved after stage 3 of the procedure.

## External Appeal

If the Complainant is not satisfied with the outcome of stage three they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Marjorie Milner College.

The details for the external body and contact person are:

**Australian Council for Private Education and Training (ACPET)**

*Victoria Office (and Tasmania Support)*

*Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 8002*

*PO Box 551, East Melbourne, Vic 8002*

*Ph: (03) 9412 5900 Fax: (03) 9416 1895*

*Toll Free in Victoria and Tasmania: 1800 657 644*

*Email: vic@acpet.edu.au*

Marjorie Milner College will give due consideration to any recommendations arising from the external review within five (5) business days.

## Publication

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This *Student Complaints, Appeals and Grievances Policy and Procedure* will be made available to Students enrolled with Marjorie Milner College through publication on the website (<http://www.marjoriemilner.edu.au/about/useful-links-policies/>), through the pre-enrolment handbook and through the Policy and Procedure document for Marjorie Milner College which can be viewed at the college or online at the above website. The Complaints and Appeals Form (Appendix 1.12) and Report Template (Appendix 6.11) will also be made available as described above.

## Quality Review

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After a formal complaint has been lodged and the decision process completed, an opportunity for improvement form will be completed as part of the quality review process. This ensures that, where possible, Majorie Milner College takes appropriate steps to mitigate further complaints about the same matter. The quality review process employed by the College is structured to continuously update and improve processes at the College and any complaints received from students or staff all further improvements to be made by the College.