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Policy Overview

This policy focuses on the complaints, appeals and grievances procedures used at Marjorie Milner College (MMC). 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 this procedure regardless of 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.

This policy also outlines instances where MMC has identified the need for engagement with an apprentices allocated Apprenticeship Support Officer. This could include occasions where an apprentice has articulated an issue with relation to their employer. MMC's approach to such a complaint will follow the standard procedures and informal meditation on the matter is encourage however, if this surpasses this stage unrevolved MMC may then seek assistance from the relevant Apprenticeship Support Officer. If this process is undertaken MMC's involvement with the matter may cease and be handled internally by Apprenticeship Support.

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. In instances where the CEO/principal may be unavailable the Student Services Manager will take over such responsibilities.

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 Clause 12 and Schedule 1, Clause 1.6 of the 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 any formal 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 may arise from events occurring at a provider, from decisions made by a provider and in rare instances with relation to an apprentice/employer relationship.

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 been identified. All complaints will be acknowledged and handled promptly, sensitively, with close attention 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:

- a. The Complainant and respondent will have the opportunity to present their case and point of view at each stage of the procedure.
- b. The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend, counsellor or Apprenticeship Support Officer) if they so desire.
- c. The Complainant and the respondent will not be discriminated against or victimised.
- d. At all stages of the 'formal' 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.
- e. 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 Marjorie Milner College.

f. A Complainant shall have access to this procedure at no cost.

Complaint Responders

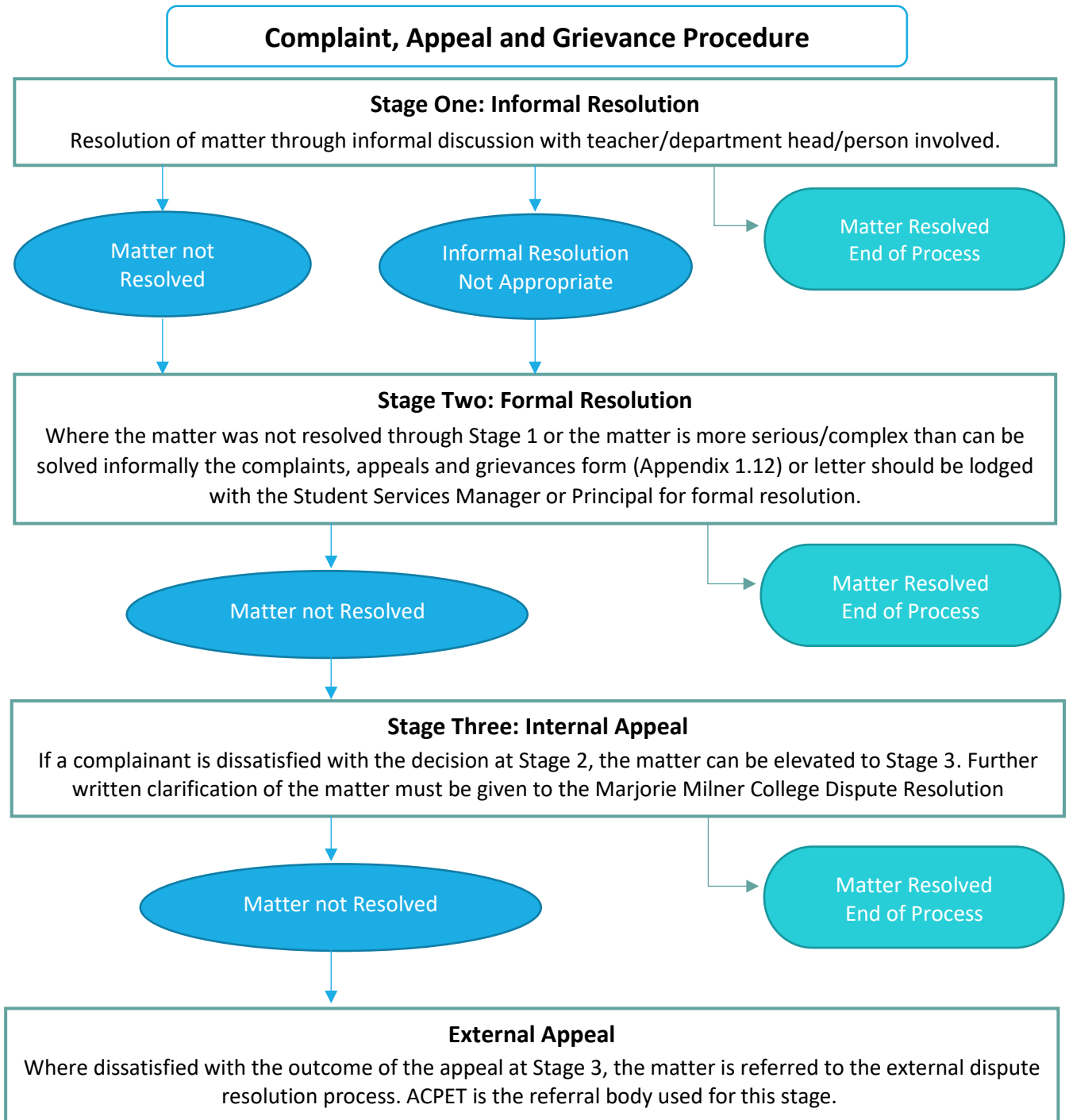
Marjorie Milner College encourages its students to make their concerns regarding an issue or problem known initially to the person(s) involved as well as the relevant trainer/assessor or Student Services Staff. This enables students to address and resolve any minor issues or concerns they have easily and quickly. It should be noted that once a formal complaint has been lodged with MMC, Gregory Milner (Principal) or the Student Services Manager will be notified and the resolution process will be undertaken by them in conjunction with any appropriate staff or persons.

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 college. As stated on the [Complaints, Appeals and Grievances Form](#) information provided by the complainant may need to be divulged to the persons with direct involvement (where appropriate). This may include information you have provided being sent to individuals who form the basis of your complaint, for their response. 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.



COMPLAINTS, APPEALS & GRIEVANCES



Stage One: Informal Resolution

Before making a formal complaint, students are encouraged to discuss their issue or problem informally with their trainer/assessor or Student Services staff to assess whether the matter can be resolved without lodging a formal complaint.

If the matter is regarding an 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 or college Principal 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 or vice versa.

The principal or Student Services Manager of 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 or the Student Services Manager.

The complainant's appeal will be determined by the CEO/Principal and/or Student Services Manager and two trainer/assessors of Marjorie Milner College. The student services manager, is responsible for the relay of messages between the MMC staff members that are to be involved in this process of the formal complaints appeal 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:

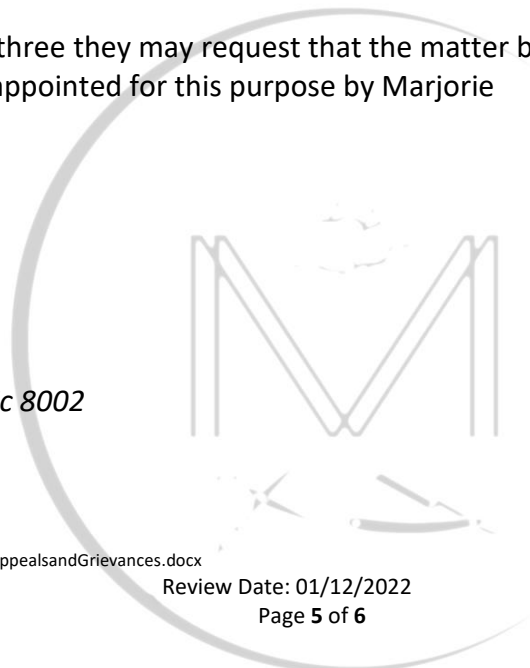
Independent Tertiary Education Council Australia (ITECA)

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) 9416 1355



Email: vic@iteca.edu.au

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

Publication

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 (<https://www.marjoriemilner.edu.au/our-story/policies-forms/>), 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

After a formal complaint has been lodged and the decision process completed, an 'Opportunity for Improvement Form' ([Appendix 6.18](#)) 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.

