

COMPLAINTS AND APPEALS POLICY

PURPOSE

The purpose of this policy is to ensure MEGT Education & Training handle and resolve all complaints and appeals in a professional and timely manner and comply with the *Standards for NVR Registered Training Organisations (RTOs) 2025, standard 2.7 and 2.8*. This policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving complaints and appeals. The following policy must be read in conjunction with the Related Documents outlined in this policy.

SCOPE

This policy applies to all employees and students of MEGT Education & Training, and other stakeholders receiving services from MEGT Education & Training.

MEGT Education & Training is committed to identifying and responding to any issue, complaint, grievance or appeal concerning any aspect of its business operations. MEGT Education & Training treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and will deal with these in an effective and timely manner. All stakeholders are entitled to an efficient mechanism to raise and settle complaints, grievances and appeals.

POLICY PRINCIPLES

MEGT Education & Training will operate a complaints and appeals management system by:

- Ensuring all students and clients are supported and provided information on how to provide feedback and make complaints & appeals; whether about the RTO, third parties, or any person employed/contracted by the RTO
- Ensuring that all complaints and appeals received are responded to and resolved in a reasonable timeframe
- Ensuring all feedback, complaints and appeals received and their outcomes, are;
 - documented in the applicable register
 - communicated to all parties involved; *and*
 - used to inform continuous improvement
- Ensuring the Complaints and Appeals process is fair and available to all students and clients, including external avenues for further actions where required
- Ensuring all staff are aware of, and trained on this Policy, process and their responsibility

Complaints are an indication of an opportunity to improve or clarify and underpin MEGT Education & Training commitment of a systematic approach to continuous improvement. The systematic collection and classification of complaints and opportunities for improvement will allow corrective action and system faults to be rectified or improved and may form part of future strategic planning or risk management practices.

As complaints are direct feedback on performance or perception of performance, there needs to be high level of accountability for screening, follow-up and evaluation of remedial action.

Individuals who make complaints or appeals have the right to be taken seriously, treated with respect and to receive feedback within a reasonable timeframe without breaching legal responsibilities such as the Privacy Act.

All reports of bullying, harassment or discrimination will be treated as a complaint and will be addressed in accordance with this policy.

MEGT Education & Training acknowledges that students have a right to appeal any judgement or assessment decision including those made by a third party providers, based on valid grounds for appeal. MEGT Education & Training will ensure that all students have access to fair and equitable process for lodging an appeal against an assessment decision.

All staff are responsible for taking, and where appropriate, resolving complaints and appeals.

DEFINITIONS/ACRONYMS

Appeal / means formal request made by a student to review and reconsider an assessment decision or outcome relating to their training and assessment outcome.

Complaint / means formal expression of dissatisfaction or concern raised by a student, staff, partner organisations, or other stakeholders regarding aspects of the training program, services or conduct of staff.

Grievance / means a formal complaint lodged by a student, participant or other stakeholder regarding a perceived wrong or unfair treatment related to the training program, services or conduct of staff. A grievance typically involves a serious concern or issues that the grievant believes has not be adequately address through informal channels.

Rights / means the right to make a complaint and seek appeals of decisions and action under various processes, that does not affect the rights of the student to take action under the Australian Consumer Law, if Australian Consumer Law applies.

Special circumstances / means events beyond the students control that impact their ability to maintain continuity of enrolment and may not be addressed through alternative methods of study (e.g., online). Special circumstances can include extended periods of hospitalisation for conditions not present at time of enrolment, the death of a family member, secondment overseas by government agencies such as the armed forces.

PROCEDURE

Complaints can be made about MEGT Education & Training, its staff, other students or third parties. MEGT Education & Training typically aims to resolve all complaints within three (3) weeks.

MEGT Education & Training will act upon any substantiated complaints or appeals. These will be recorded in MEGT Education & Training's RTO Management System (aXcelerate) and **Complaints/Appeals Register** and will lead, where appropriate, to continuous improvement activities. The data entry responsibility, including maintaining the security of these complaints and appeals, lies with MEGT Education & Training's RTO Manager.

A person or organisation can complain about any aspect of our dealings with them, and the student can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer, MEGT Education & Training's administration staff or RTO Manager. Work employers or organisations should contact MEGT Education & Training's RTO Manager.

We encourage students to contact their trainer as the first point of contact. The aim of this first contact is to resolve the issue quickly. If the student feels comfortable speaking directly to the person about whom the complaint is in relation to, then this course of action should be taken, as this can sometimes be the easiest way of resolving an issue. The person may have been unaware of the effect of their behaviour or decision, so discussing it with them provides them a chance to resolve the situation.

If the participants' complaint is about the trainer and/or they feel uncomfortable talking to the matter with the person about whom the complaint is, and they are uncomfortable discussing this issue with the trainer, then they should contact MEGT Education & Training's RTO Manager.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing the **Complaints and Appeal Form**. This form is available from the MEGT Education & Training's RTO Manager or training staff.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about MEGT Education & Training's senior management (e.g., CEO, RTO Manager), then the Student Support Officer is able to receive the complaint or appeal which will be forwarded to their immediate manager, MEGT People & Culture or an independent manager.

This formal complaint or appeal will be entered on our **Complaints/Appeals Register** for tracking purposes and is the responsibility of MEGT Education & Training's RTO Manager. The receipt of the Complaint or Appeal will be formally acknowledged within one (1) business day, in writing by MEGT Education & Training's RTO Manager and/or CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, MEGT Education & Training will, with the permission of the complainant, seek assistance from other authorities such as the Police, Legal Representative, or other parties as appropriate.

Student/Individual confidentiality will always be maintained as is consistent with Australian Law. At all times, the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint
- That both sides of any complaint will be heard after enough time has been provided for both sides to prepare their arguments.
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment are being conducted or found online on <https://www.ombudsman.gov.au/>

MEGT Education & Training will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, MEGT Education & Training's RTO Manager will be responsible for resolving the issue. This will involve at least a formal interview with the student/individual, the trainer, and MEGT Education & Training's RTO Manager, if appropriate.

Should the issue still not be resolved to the student's satisfaction, MEGT Education & Training will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period. If the process is taking longer than 60 days from the complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

If the student is still not happy with external mediation, the student may take their complaint to the Ombudsman.

If the complainant is not satisfied with the decision they may Appeal the decision by following the Complaints and Appeals Policy.

All documentation relating to feedback, complaints or appeals will be securely stored in the applicable folders on MEGT Education & Trainings OneDrive for record and audit purposes.

ASQA accepts complaints about training providers such as MEGT Education & Training from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on Managing complaints about training providers [Managing complaints about training providers](#)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at <https://www.dewr.gov.au/national-training-complaints-hotline>

ASSESSMENT APPEALS

In rare circumstances, the participant may object to decisions made by MEGT Education & Training, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in class
- Or any other reason

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion
2. If you are still dissatisfied, complete the ***Complaints and Appeals Form*** and submit it to MEGT Education & Training's RTO Manager, who will:
 - a. provide written receipt of your case within one business day
 - b. Review your case, and if desired, you will be able to present your case to MEGT Education & Training's RTO Manager. MEGT Education & Training's RTO Manager will review your case with you and provide you with a written response, including the reasons for the response
3. At all times, the participant is to be kept updated as to the progress and resolution of the matter

Students have multiple channels available to them to lodge their appeals, including in person, via their trainer, via other staff, phone and email.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

If the appellant is dissatisfied with the result or outcome of the appeal, or the process of the appeal and/or refuses to be reassessed, the RTO Manager is to advise the student of their right to further progress the appeal through an External Arbitrator.

At all times will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days, we will keep the participant informed of these reasons through written correspondence.

RELEVANT LEGISLATION AND GUIDELINES

- *Standards for NVR Registered Training Organisations (RTOs) 2025*

Quality Area 2 - VET students are treated fairly and properly informed, supported and protected

Standard 2.7 - Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation

Standard 2.8 - Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student

- Privacy Act

RESPONSIBILITIES OF THIS POLICY

All documentation from Complaints and Appeals processes are maintained in accordance with Records Management Policy and it's the responsibility of the RTO Manager to oversee the implementation of the Complaints and Appeals Policy and procedures and all related documents and systems.

RELATED DOCUMENTS

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| ▪ Continuous Improvement Policy | ▪ Academic Integrity Policy |
| ▪ Student Support & Wellbeing Strategy | ▪ Fees and Refunds Policy |
| ▪ Access and Equity Policy | ▪ Credit Transfer Policy |
| ▪ Privacy and Personal Information Policy | ▪ Student Handbook |
| ▪ Recognition Policy | ▪ Complaints and Appeals Form |
| ▪ Assessment Policy | ▪ Complaints Register |
| ▪ Records Management Policy | ▪ Appeals Register |
| ▪ Reasonable Adjustment Policy | ▪ Continuous Improvement Register |

REVIEW

This policy and procedure will be reviewed annually or amended following continuous improvement strategies implemented by MEGT Education & Training.