

Grievance (Complaints & Appeals) Policy and Procedure

Grievance (Complaints & Appeals) Policy & Procedure

What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

Making a complaint

Informal complaints procedure

METS encourages open communication and an environment of trust. Complainants are encouraged to resolve concerns or difficulties informally with the person(s) concerned in the first instance. Should a resolution not be obtained following informal attempts, the complainant is encouraged to follow the formal complaints procedure.

Formal Complaints Procedure

- Formal complaints/grievances are to be submitted to the RTO Manager by completing the “Grievance Reporting and Action Form” which is available on our website or by calling our office on 02 9838 0567.
- The RTO Manager provides the Complainant with a written statement acknowledging receipt of the complaint within 24 hours of the complaint being lodged
- The RTO Manager will investigate and assess the complaint, determine the outcome and advise both parties, in writing, of the decision and outcomes within 10 working days
- The Complainant will be advised of their rights to take the complaint further should they not be happy with the outcomes determined.

Should the matter still remain unresolved, the complainant is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters of privacy concerns, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details:
<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992.

Further action:

If the Complainant has been through all stages of this complaint/grievance handling process and remains unsatisfied with the outcome, they may contact the Australian Skills Quality Authority (ASQA) on 1300 701 801 or via email to enquires@asqa.gov.au.

Grievance (Complaints & Appeals) Policy and Procedure

What is an appeal?

An appeal is an application by a person for reconsideration of an unfavourable decision or finding during their time with METS.

Appeals Procedure

- An appeal must be made in writing using the Grievance Reporting and Action Form and specify the particulars of the appeal
- Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the person
- METS will inform individuals of the progress of their appeal within seven (7) days of receiving the appeal
- Where a learner contests the decision of an assessment result given by their assessor, METS will have the work re-assessed by an alternate assessor
- Learners will be informed, in writing, of the outcome of their appeal within twenty-one (21) working days of lodging their appeal
- If a learner disagrees with the re-marked result they are required to submit a formal request in writing to the RTO Manager requesting that the assessment be re-marked via a suitably qualified external party
- The decision made by the external party will be considered the final result
- If a learner is still dissatisfied after this process they can contact the Australian Skills Quality Authority (ASQA) on 1300 701 801 or via email to enquires@asqa.gov.au.