

Purpose

To ensure that complaints and appeals are addressed efficiently and effectively.

Scope

This Procedure applies to all complaints and appeals highlighted by enrolled student/clients. This procedure also applies to complaints and appeals highlighted by staff of Monarch Institute. The complaint may be against another client and/or staff member/s. In certain circumstances, this procedure may be used to deal with a complaint against a person who is not an employee or client, but who is involved in a training/assessment related activity.

Definitions

Appeal

An appeal is where a client of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations.

Complaints

A complaint is any expression of dissatisfaction with an action product or service of an education and training provider.

Process

Informal Resolutions: We encourage our students/clients and staff to informally resolve complaints/appeals as we have found that the majority of these situations can be addressed and resolved on this level.

In the event if a complaint/appeal arises we request that students/clients first speak to their Trainer/Assessor or person/s their complaint and appeal is related to about their issue/s. We promote and request that parties involved try to resolve their issues with each other in an informal manner, with mutual respect for each other.

However we also understand that not all complaints/appeals can be resolved in an informal manner. We endeavour to have all informal complaints/appeals be brought to the attention of the CEO, General Manager, Finance & Course Development Manager and forwarded to the continuous improvement process if applicable. The following process applies.

1. If a person deems they have grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by Monarch Institute management or staff, and has been unsuccessful to informally resolve the issue. Then this needs to be brought to the attention of the CEO of

Monarch Institute. The student/client will be required to complete a Complaints/Appeals Form and this form will be provided to the student client within 48 hours of the issue arising;

2. If the student/client wishes, they could have their complaint/appeal handled exclusively and confidentially by the CEO or by an independent Third Party if the complaint/appeal is against the CEO of Monarch Institute. (Note: Third Party mediator will be a person who is employed by the Dispute Settlement Centre of Victoria www.justice.vic.gov.au). The student/client just needs to indicate this on the Complaints/Appeals Form;
3. All formal written complaints/appeals lodged will be brought to the attention of the CEO or delegate within 48 hours of being received. An opportunity will be provided to all complainants/appellants to formally present their case;
4. The complaint will be investigated within 14 working days. The CEO or delegate will make final decisions. The CEO will ensure that as far and as fairly as possible, the person making the complaint/appeal is satisfied with the outcome. However, Monarch Institute will not be responsible for issues that are clearly and solely the student's/client's responsibility;
5. The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend in order to mediate the dispute, if this has not occurred earlier in the resolution process. (Note: Third Party mediator will be a person who is employed by the Dispute Settlement Centre of Victoria www.justice.vic.gov.au);
6. If a complaint/appeal is still not resolved then the student/client is advised that they can visit this link <http://www.asqa.gov.au/complaints/making-a-complaint.html> and follow due process outlined by Australian Skills Quality Authority (ASQA) and/or the RTO Funding Body <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>. It is an ASQA and RTO Funding body requirements requirement that a student/client must go through the RTO's internal resolution process first before they can contact ASQA or RTO Funding Body via the link provided above. So the student must follow all RTO complaint/appeals resolution processes before contacting ASQA or RTO Funding Body to make a complaint.

Monarch Institute at all times will endeavour to resolve any issues the students/clients may have. All complaints/appeals and their outcomes will be recorded in our Complaints/Appeals Register. Information from this register will be used by Monarch Institute to improve the quality of its services and reduce customer complaints/appeals.

Related Documents

Complaints and Appeals Form

Complaints and Appeals Register (Office Use Only).

