

TRPP007a - Appeals Policy

General

Mount Pleasant College (MPC) is committed to administrative processes that incorporate principles of natural justice and procedural fairness for all stakeholders in the resolution of appeals and complaints which are brought before the College.

Policy content

For purposes of clarity, the following points apply to the MPC Appeals policy:

1. Every student has the right to make a formal appeal in the event that he/she believes that an assessment or administrative decision was made in error whether that decision was made by Mount Pleasant College, its trainers, assessors or other staff; or a third-party providing services on the RTO's behalf, its trainers, assessors or other staff.
2. Every student has the right to receive fair and equitable treatment that is free from bias or prejudice.
3. Every student has the right to have the appeal investigated in a timely manner.
4. Every student has the right to receive written confirmation of the result of the appeal.
5. Every student has the right to have the Appeal heard by an appropriate party independent of the RTO if the RTO's internal processes fail to resolve the appeal – further details are provided in paragraph 10 and 11 below.
6. An appeal may be:
 - i. an appeal against the result of an assessment,
 - ii. a complaint about an academic or administrative matter,
 - iii. a complaint resulting from a situation of perceived inequitable treatment,
 - iv. an appeal against disciplinary action.
7. Before making a formal appeal, the student should ask for verbal clarification of the issue from the trainer/assessor. This informal approach does not lessen the rights of the student in any way to make a formal appeal at a later date.
8. All appeals received will be treated in a manner respectful of the privacy of the person making the appeal – only those persons directly named in the appeal documents or who are charged with responsibility for investigating the matter will be involved in investigating or determining the validity of the appeal.

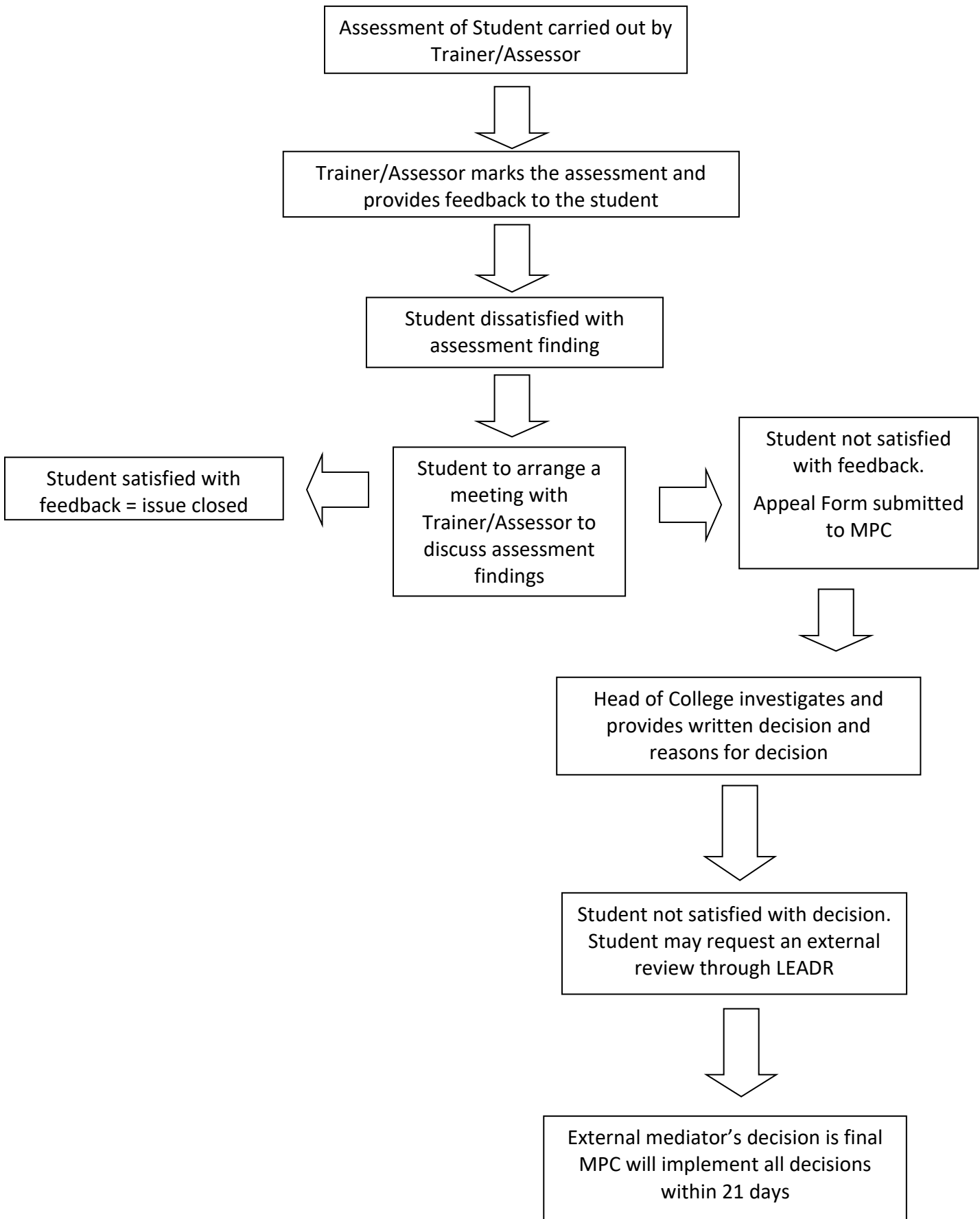
Policy procedure

The process of submitting an appeal under this policy is as follows:

1. A student appealing against an assessment result may only do so after receiving an assessment result and feedback from the assessor.
2. If a student desires to lodge an appeal against an assessment result, he/she must complete an Appeal Form № 13 (see copy attached) or compose a letter outlining all of the relevant details of the appeal and submit a hardcopy of the complaint to the Head of College.
3. The student's appeal will be entered into the MPC grievance and complaints register and a copy of the complaint filed.
4. Within two (2) working days of receipt of an Appeal, the Head of College will respond in writing to the student, confirming receipt of the appeal.

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5. Within two (2) working days of receipt of an Appeal, the Head of College will commence an investigation of the student's complaint.
 6. Once the matter has been investigated, the Head of College will provide a written statement detailing both the decision reached regarding the Appeal and the reasons for that decision. A copy of the written statement will be forwarded to the student, and another copy will be filed in student records.
 7. It is anticipated that, except in unusual circumstances, the process of handling the Appeal by the Head of College will be complete within 30 calendar days of receipt of the appeal.
 8. In the event that the appeal process cannot be completed within 30 calendar days, the Head of College will advise the appellant in writing of the reasons why more than 30 calendar days are required, and will provide regular, written updates to the complainant or appellant about the progress of the matter.
 9. In the event that the Head of College is the person named in the grievance or complaint, all correspondence regarding the matter will be directed to the Chairperson of the MPC Board. The chairperson shall follow the same procedure as that outlined above.
 10. Should the student be dissatisfied with the determination of the Head of College or Chairperson of the MPC Board, he/she is entitled to lodge a complaint with the Training Accreditation Council of WA. More information is available from <http://www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx>
 11. The student is also entitled to pursue an external review of the complaint through the LEADR Association of Dispute Resolvers.
 - Website: <http://www.leadr.com.au/adr.htm>
 - Freecall: 1800 651 650
 - Email: leadr@leadr.com.au
 - Since 1990, LEADR has operated this free referral service, which puts parties in dispute in contact with mediators equipped to assist in the resolution of those disputes. After consultation about the needs of the parties, LEADR provides the profiles of usually 3-5 suitable mediators. LEADR does not recommend the use of any particular LEADR mediator or mediators. The parties make the final selection of mediator(s).
 - This referral service is provided free of charge. A fee for the mediator's services is negotiated with and payable directly to the mediator.
 12. MPC agrees to be bound by the external mediator's recommendations and the Head of College will ensure that any recommendations made are implemented within twenty one (21) days of receipt of the mediator's report.

- Appeals submission flow chart:



Mount Pleasant College

Student Appeal / Grievance / Complaints Form:

MPC № 13

Date: _____

Name of student: _____

On the lines below please describe your appeal / grievance / complaint in detail. If there is not enough space below, please attach another sheet with the remaining details.

Please describe below the steps that you have taken, if any, to resolve the grievance.

Student Signature: _____ Date: _____

Please mail this form to:

The Head of College
Mount Pleasant College
497 Marmion Street
Booragoon WA 6154

Your Rights:

1. You are entitled to receive feedback from the trainer/assessor about your assessment.
2. Under normal circumstances your result(s) should be discussed with the trainer/assessor before submitting a grievance form.
3. If you are not satisfied with the outcome of that discussion, you are entitled to lodge a formal complaint with the MPC Office.

4. Your appeal/grievance will be treated with respect for your privacy – only those persons directly named in the complaint or who are charged with responsibility for investigating the complaint will be familiar with the content of the complaint.
5. Every student has the right to fair and equitable treatment that is free from bias or prejudice regardless of whether or not the student has lodged a complaint in a particular course.
6. You are entitled to receive a written response to your grievance which must include the decision and the reasons for why that decision was reached.

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Related documents	TRPP 007b Grievance and Complaints Policy TRPP011 Privacy Procedure 2015 TRPP011a Privacy Policy Statement 2015	