

TRPP007b - GRIEVANCE and COMPLAINTS 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 Grievance and Complaints policy:

1. Every student has the right to make a formal grievance or complaint against Mount Pleasant College, its trainers, assessors or other staff; a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or another student enrolled at MPC.
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 grievance investigated in a timely manner.
4. Every student has the right to receive written confirmation of the result of the grievance.
5. Every student has the right to have the grievance or complaint heard by an appropriate party independent of the RTO if the RTO's internal processes fail to resolve the complaint or grievance – further details are provided in paragraph 9 and 10 below.
6. A grievance may include, but is not limited to:
 - i. a complaint about assessment results or qualification certification,
 - ii. a complaint about the quality of the training services received, including RPL processes,
 - iii. a complaint resulting from a situation of perceived inequitable treatment,
 - iv. a complaint arising from unprofessional or discriminatory conduct by MPC staff or staff of a third-party providing services on behalf of MPC.
7. Before making a formal grievance or complaint, the student is encouraged to seek verbal clarification of the issue from the staff member(s) directly concerned. The right of the student to make a formal grievance or complaint is in no way lessened in the event that an informal approach has been made previously to the staff member(s) directly concerned. However, it is important to note that, in light of the nature and circumstance of the grievance or complaint, it may not be appropriate for the student to contact the person, against whom the grievance or complaint is to be made.
8. All complaints received will be treated in a manner that is respectful of the privacy of the person making the complaint – only those persons directly named in

the compliant documents or who are charged with responsibility for investigating the matter will be involved in investigating or determining the validity of the complaint.

Policy procedure

The process of submitting a grievance or complaint under this policy is as follows:

1. When making a formal grievance or complaint, the student must complete a copy of the MPC Appeal/Grievance/Complaint Form № 13 (see copy attached) or compose a letter outlining all of the relevant details of the appeal and submit a copy of the grievance or complaint to the Head of College.
1. The student's appeal will be entered into the MPC grievance and complaints register and a copy of the complaint filed in a manner that complies with the MPC TRPP011 Privacy Procedure and TRPP011a Privacy Policy Statement.
2. Within two (2) working days of receipt of a grievance or complaint, the Head of College will respond in writing to the student, confirming receipt of the appeal.
3. Within two (2) working days of receipt of a grievance or complaint, the Head of College will commence an investigation of the grievance or complaint.
4. Once the matter has been investigated, the Head of College will provide a written statement detailing both the decision reached regarding the appeal, grievance or complaint 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.
5. It is anticipated that, except in unusual circumstances, the process of handling the grievance or complaint by the Head of College will be complete within 30 calendar days of receipt of the appeal.
6. In the event that the grievance or complaint process cannot be completed within 30 calendar days, the Head of College will advise the student in writing of the reasons why more than 30 calendar days are required and will provide regular, written updates to the student about the progress of the matter.
7. 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.
8. Should the student be dissatisfied with the determination of the Head of College or Chairperson of the MPC Board, the student is entitled to lodge a complaint with the Training Accreditation Council of WA. More information is available from www.tac.wa.gov.au/students/Pages/Complaints-against-RTOs.aspx
9. 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

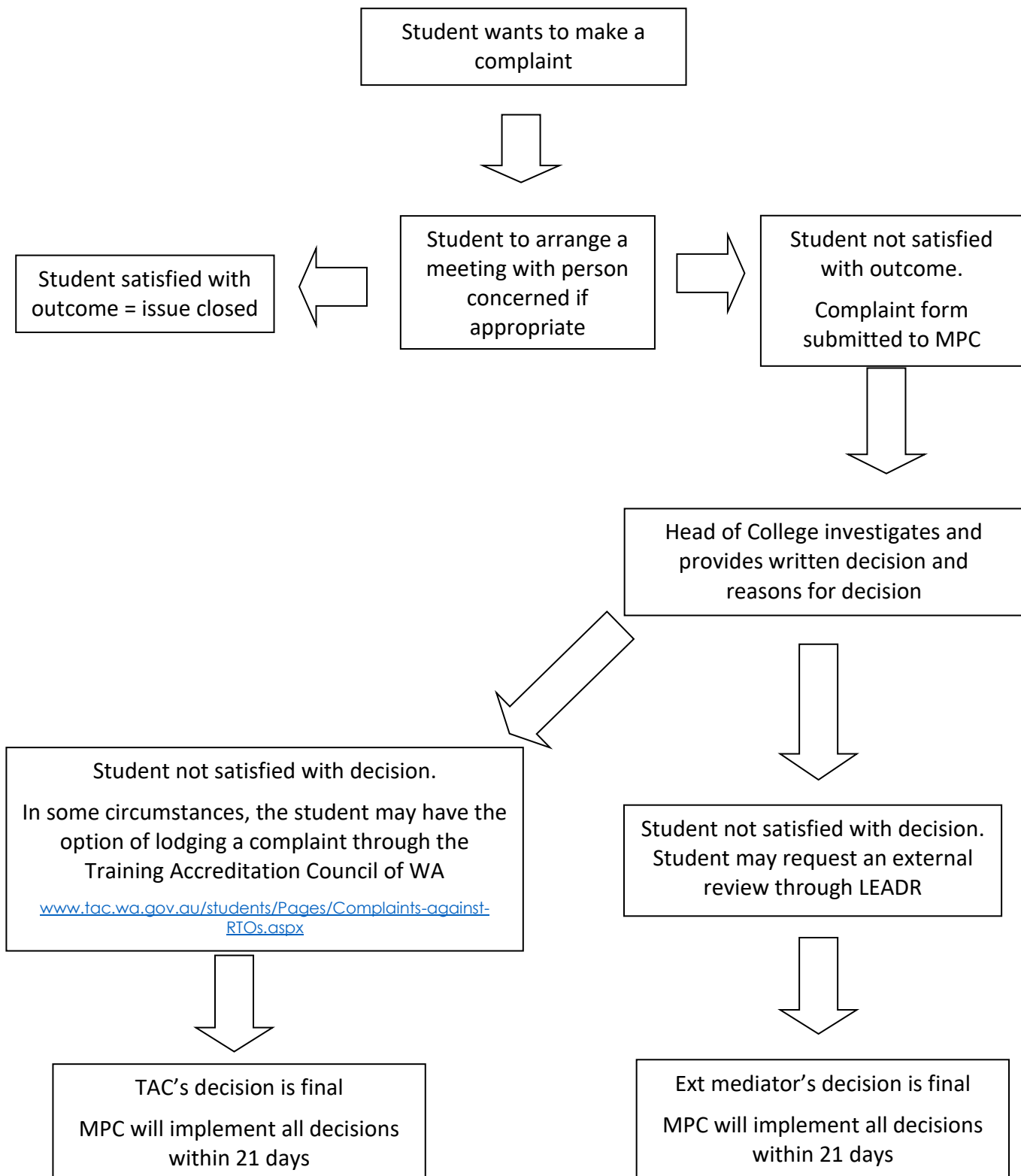
Email: leadr@leadr.com.au

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 involved in the dispute 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.

10. 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, or similar notice from TAC.

Grievance / complaint 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 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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Authorised by	Jake Breytenbach, Head of College	
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To be reviewed by	Head of College	
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Related documents	TRPP011 - Privacy Procedure TRPP011a - Privacy Policy Statement TRPP007a – Appeals Policy	