

## **Policy**

The MSAC Institute of Training endeavours to create a positive learning environment for students, one in which each student has the opportunity to achieve their personal best. Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure made available to all students.

## **Overview**

The MSAC Institute of Training has a duty of care in ensuring that students study in a happy environment, free of coercion, unfair treatment or harassment. Any circumstances caused by a fellow student, staff member, or issue with the MSAC Institute of Training in general, which affect the wellbeing of any student, will be dealt with in a professional manner by the MSAC Institute of Training according to established procedures.

The MSAC Institute of Training has put in place a policy and procedure to address such issues as part of its quality service for students. In compliance with access and equity principles this procedure is made available to all students and staff.

## **Definitions**

Complaint – dissatisfaction with a service offered or treatment received at the MSAC Institute of Training.

Appeal – dissatisfaction with a decision made by the MSAC Institute of Training.

## **Complaints Procedure**

### **Step 1**

Try to resolve your concern with the staff member or student directly in an informal and open manner if possible.

### **Step 2**

(Problem not resolved at Step 1)

Make an appointment with the Business & Training Manager who will assist you in resolving the situation.

Alternatively email your complaint to [msacinstitute@ssct.com.au](mailto:msacinstitute@ssct.com.au). Upon receipt of your complaint via email, the Business & Training Manager will contact you to organise an appointment to discuss and resolve your complaint.

The MSAC Institute of Training will undertake to investigate your concerns. This investigation will involve contacting the party(ies) against whom the complaint was made and allow them to respond in writing in relation to the complaint. Alternatively a meeting will be arranged with the parties involved.

### **Step 3 (if required)**

If a resolution is not reached via Step 1 or Step 2, then students may access the Ombudsmen Victoria service. This is an independent impartial free service [www.ombudsmen.vic.gov.au](http://www.ombudsmen.vic.gov.au)

If accessing a third party for an external appeals process, the student must notify the MSAC Institute of Training within 5 working days if he/she will be accessing the external appeals process and provide a contact at the external appeals service.

## **Guidelines**

- Your complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances you can expect at least a provisional written response within 10 working days of presenting your complaint and appeal. If resolution takes longer, you will be kept informed on the progress of the case.
- You will be provided with a written outcome on your case including reasons.
- You must maintain your enrolment throughout the complaints and appeals process.
- The complaints and appeals services available to you incur no cost.
- Where the complaints or appeals process results in a decision supporting the student complaint, the MSAC Institute of Training will within fourteen business days implement the required corrective or preventative action and advise the student of the outcome.
- Each complaint, appeal and its outcome is recorded on the Complaints and Appeals Register.
- A file note outlining the complaint or appeal is also placed in the student's file.