

# Complaints and Appeals Procedure

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### Affirmation

This governance document is consistent with [Mater's Mission, Vision and Values](#).  
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# 1. Introduction

## 1.1 Purpose

This procedure outlines a transparent complaints and appeals process that ensures students and clients are aware of and understand their rights and responsibilities. Mater Education will ensure that any complaints and/or appeals are recorded and dealt with fairly, effectively, efficiently, confidentially and in a timely manner.

## 1.2 Scope and context

This Procedure applies to all persons enrolled, or who are seeking to enrol, in Mater Education's programs and clients who seek or receive product and/or services provided by Mater Education.

## 1.3 Governing policy

Document ID	Document title
PY-MEL-040012	Quality Management System

# 2. Procedure requirements

The following procedures are to be followed.

## 2.1 Informal Situation

1. Ideally, concerns should be discussed with Mater Education team members at the time they arise and every effort made to try to find a mutually acceptable resolution. Wherever possible, team members will resolve complaints at the point-of-service. Informal complaints are to be sent to [educationfeedback@mater.org.au](mailto:educationfeedback@mater.org.au) for recording on Mater Education's Feedback Register.
2. If a satisfactory outcome cannot be reached, proceed to 2.2.

## 2.2 Formal Complaint

1. A formal complaint can be sent to [educationfeedback@mater.org.au](mailto:educationfeedback@mater.org.au) or by using the feedback form on Mater Education's website.
2. Mater Education will acknowledge the receipt of complaints within 24 hours and provide an estimated timeframe for investigation within 48 hours. Investigation of the complaint will be conducted in a transparent, equitable, objective and unbiased manner by the relevant senior officer.
3. Mater Education's response will be timely, specific and will include rationale for the decision taken. Fair and reasonable remedies will be offered as appropriate.
4. Where a complaint is in relation to actions arising from the non-payment of tuition fees, and those fees remain unpaid in full, or in part by agreement, the outcome from Step 3 (above) is final. Item 2.3 below is not available where a financial debt is owed to Mater Education.

## 2.3 Further Action (Appeal)

1. Where a party is not satisfied with the outcome of 2.2 they may lodge an appeal in writing to [mel@mater.org.au](mailto:mel@mater.org.au) .
2. The General Manager Education and Training or delegate may conduct a review of the decision, appoint an independent senior officer or refer the appeal to an internal committee/unit with appropriate expertise to review and conduct any necessary consultations with stakeholders to make a determination on the appeal.
3. The party will be advised in writing of the outcome of their appeal, including the rationale for the decision, within ten (10) working days of receipt of the appeal.

## 2.4 Complaints against Registered Training Organisations

The Australian Skills Quality Authority (ASQA) no longer investigates and substantiates individual complaints received.

This means, ASQA will not act on individual complaints.

ASQA does not provide an outcome and complainants will only be contacted if further information is required.

To have a complaint about Mater Education investigated by ASQA complainants should go to ASQA's online portal, "asqaconnect", at <https://asqaconnect.asqa.gov.au/>. This should only occur where a complaint has not been resolved following Mater Education's complaints and appeals process.

The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from trainees and students about the vocational education and training (VET) system. The Queensland Training Ombudsman can be contacted on phone 1800 773 048 or email [info@qto.qld.gov.au](mailto:info@qto.qld.gov.au) or go the website [trainingombudsman.qld.gov.au](http://trainingombudsman.qld.gov.au)

## 3. Definitions

Term	Definition
Student/s	All persons enrolled or seeking to enrol in a course of study with Mater Education
Client/s	An organisation that uses or purchases Mater Education products or services
Complainant	A student or client (as defined above) who has lodged a complaint.
Appeal	Request for a review of a decision made
Australian Skills Quality Authority	The national regulator for Australia's vocational education and training sector as described in the National Vocational Education and Training Regulator Act 2011
asqaconnect	Online portal of ASQA to receive complaints, or reports alleging provider non-compliance, from all members of community.

## 4. Documents related to this procedure

### Mater documents

Document Type	Document ID	Document Title
Other	CA-PAL-060002	Mater Behavioural Standards
Work Instruction	WI-MEL-040016	Education Feedback

### External documents

1.	Standards for NVR Registered Training Organisations
2.	National Vocational Education and Training Regulator Act 2011
3.	AS ISO 10002:2006 Customer Satisfaction – Guidelines for Complaints Handling in Organisations

## 5. Document controls

### 5.1 Document revision history

Version	Release date	Description	Risk-rated Review date
1	06 Nov 2014	Initial release as an information sheet	
2	28 May 2015	Final	
2.1	19 Jan 2018	Revised title, administrative amendments; transferred to new template	Jan 2021
3	13 Mar 2019	Revised, transferred to new template	Mar 2022
3.1	18 Dec 2019	Included revised process of ASQA to receive complaints through asqanet	Mar 2022
3.2	14 May 2020	Administrative edits	Mar 2022
3.3	01 Sep 2020	Queensland Training Ombudsman information added to section 2.4	Mar 2022
3.4	17 Dec 2020	Reference to Head of Department replaced with General Manager Education and Training	Mar 2022

### 5.2 Document review and approval

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Donna Bonney	Executive Director- Mater Education	Document owner
Pauline Stowers	Head of Quality and Compliance	Document author
As per DocReview process	Key stakeholders	Review
Barry Hankinson	General Manager Education and Training	Review, Approve

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Donna Bonney	Executive Director Mater Education	Approve

## 5.3 Keyword indexing

<b>Keywords:</b>	MEL, Education, feedback, complaints, appeals
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