



Policy E7 Complaints

Purpose:

Murray ACE acknowledges the right of all staff, students, management committee members and volunteers to a fair and non-discriminatory workplace and environment.

All personal information provided with the complaint are protected under the Privacy Act 1988.

For assessment appeals see policy E20.

Scope:

This policy relates to complaints brought by staff, students, parents, volunteers, or members of Murray ACE and applies to all matters relating to our RTO.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department.
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to Management
- Responds with appropriate urgency based on the nature of the complaint, including management risks to children while complaints are investigated.
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Mandatory Reporting Policy.
- The appropriate steps are taken by the RTO to protect the child and other children from any continued risk of abuse.
- Murray ACE cooperates with law enforcement when necessary.

Guidelines:

Sometimes problems arise during a course and often it's a simple matter to correct these, so that the remainder of the sessions can be more enjoyable for all concerned.

- Every effort is to be made to resolve the complaint at an informal level, through discussion between the appropriate parties, and the Centre Manager and/or Training Coordinator.
- In the event of a complaint which has not been resolved informally, a Complaint/Incident report Form which is available at Reception and is to be completed by the person with the complaint and passed on to the Centre Manager/Training Coordinator
- The Centre Manager/Training Coordinator is to convene a meeting between the parties with the aim of settling the complaint. There should be a minimum of 3 people present at this meeting; the Centre Manager/Training Coordinator has the right to decide who is to be present. Full meeting minutes are to be recorded and signed by all parties.
- If the complaint remains unresolved Murray ACE Swan Hill Inc. may ask an outside agency to act as a mediator in determining matters.



Staff Complaints

All complaints from staff must be in a written format on the Complaint/Incident report form. Complaints can be made to the Centre Manager or the Training Coordinator.

- The Centre Manager/Training Coordinator is to convene a meeting between the parties with the aim of settling the complaint. There should be a minimum of 3 people present at this meeting; the Centre Manager/Training Coordinator has the right to decide who is to be present. Full meeting minutes are to be recorded and signed by all parties.
- If the complaint remains unresolved Murray ACE Swan Hill Inc. may ask an outside agency to act as a mediator in determining matters.

Grievances, Appeals and Complaints

The Centre Manager in consultation with the relevant teaching staff member and assessor is responsible for:

- Acting on any written appeal, complaint or grievance raised against an internal final assessment (for a unit or subject)
- Examining the merits of the appeal
- Setting out a corrective and preventive strategy
- Ensuring both the student and the assessor can have a fair hearing
- Recording all grievances and complaints in accordance with Murray ACE policy and procedures
- Ensuring all procedures have been followed
- Ensuring complaints and grievances are dealt with within appropriate timelines.

External Complaints.

- All external complaints against staff, trainers or students are to be in writing from the complainant. This will ensure we have all the correct information at the time of the complaint and that it can be forwarded to the relevant person for follow up/attention.

VRQA – Victorian Registration & Qualifications Authority

Murray ACE Swan Hill Inc is registered with the VRQA to deliver training in Victoria. If you have a complaint about breaches of standards including Child Safe Standards (CSS), assessment, staff and or guidelines please visit the VRQA website for further information <https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>

Complaints hold providers to account and can improve the quality of our education and training system. We encourage students and parents to raise issues when they arise.

Initial Implementation Date: March 2010

Review Record

Related Documents or links [Complaints Form](#)

Date Endorsed by Committee of Management

13/09/2016

Date of Review

Name & Position

13/09/2016

Endorsed by the CoM

**Reviewed and
approved at CoM
Meeting**



31/05/2018	Leanne Shannon-Kelson – Centre Manager	
28/10/2019	Leanne Shannon-Kelson – Centre Manager	Staff meeting with BM, DH, KZ and LSK
27/04/2020	Ann Murray – Training Coordinator and Compliance Officer	Staff meeting with BM, DH, KZ and LSK
20/10/2021	Ann Murray – Training Coordinator and Compliance Officer	Staff meeting with LSK
27/04/2023	Leanne Shannon - Kelson	Staff meeting with DR, OC, TA, and LSK