



Policy E7: Complaints –Students Version

Purpose:

At Murray ACE, we believe everyone—students, staff, and committee members—deserves a fair and welcoming environment. Your personal information when making a complaint is protected by the Privacy Act 1988. We take all complaints seriously and have a clear process to address them quickly and effectively.

Scope:

This policy covers complaints from staff, students, parents, and members of Murray ACE regarding our training organisation (RTO). If your complaint involves serious issues like fraud, crime, or child safety, we will direct you to the appropriate procedures or authorities.

Guidelines:

- **Informal Resolution:** If you have a problem, try talking it out with the people involved or bring it to the Centre Manager or Training Coordinator. Many issues can be resolved easily this way.
- **Formal Complaint:** If the issue isn't resolved informally, fill out a Complaint/Incident Report Form (available at Reception) and submit it to the Centre Manager or Training Coordinator.
- **Meeting for Resolution:** The Centre Manager or Training Coordinator will organise a meeting to discuss the complaint. At least three people will be present, and minutes will be recorded and signed.
- **Confidentiality:** Your complaint will be kept private and only shared with those involved in resolving it. We care about your privacy.
- **Response Time:** You'll receive a response to your complaint within 14 days. If it takes longer, we'll let you know why.
- **Escalation:** If your complaint isn't resolved, it will be reviewed by the Committee of Management. In some cases, an outside mediator may help.
- **Follow-Up:** After your complaint is resolved, a staff member will check in with you within 7 days to make sure you're satisfied with the outcome.
- **Complaints against management** can be directed to the RTO Board (Committee of Management)

For Staff Complaints:

Staff complaints must also be in writing using the Complaint/Incident Report Form. These complaints follow the same process as student complaints.

Complaint Against Management

If you have a complaint about a member of management at Murray ACE, complaints must be in writing using the Complaint/Incident Report Form. These complaints follow the same process as student/staff complaints but will be forwarded to The RTO Board (Committee of Management)



- The RTO Board will first review your complaint to see if it's valid and decide on the best way to proceed.
- If needed, the RTO Board may start an investigation. This could involve talking to you, the management member in question, and any witnesses.
- Your complaint will be treated confidentially to protect everyone's privacy, in accordance with the Privacy Act 1988.
- If you're unhappy with the outcome, you can ask for a review or escalate your complaint further.
- If you need assistance during this process, feel free to reach out to designated staff or external support services.

We aim to ensure that all complaints against management are addressed fairly and respectfully. Your concerns matter, and we strive to maintain a positive environment. If you have any questions or need help, please don't hesitate to ask!

Grievances and Appeals:

If you have a complaint about an assessment, the Centre Manager, along with relevant staff, will:

- Review your appeal
- Decide on the next steps
- Ensure fairness for everyone involved
- Keep records according to our policies

External Complaints:

If you have a complaint about staff or students from outside Murray ACE, please submit it in writing for proper follow-up.

Contact for Complaints:

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 practices, staff, management, or guidelines, and you are not satisfied with the outcome of the RTO's internal complaints process, you can find further information on the VRQA website: [VRQA Complaints](#).

Your feedback is important! Complaints help hold providers accountable and can lead to improvements in our education and training system. We encourage students and parents to speak up whenever issues arise.

Implementation and Review

- Started: March 2010
- Last Reviewed: 25th October, 2024
- Review Dates: We regularly check and update this policy to keep it effective.