

## Complaints and Appeals

### Complaints and Appeals Policy

The College is committed to listening clients and accepting feedback and grievances about the College, its marketing, administration and programs and staff. The complaints and appeals policy of Murwillumbah Community College will ensure that all complaints are dealt with in a constructive and timely manner.

### Complaints and Appeals Procedures

- Students are encouraged in the first instance to talk to the Trainer. The trainer will make of notes of the concern and follow up with the College Manager
- If the problem continues or is not easy to resolve informally a meeting with the College Manager is arranged. Students can elect to bring a representative. A record of the meeting is kept including the grievance and the proposed solution that is agreed at the meeting. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
- If the student is not satisfied with the above actions a written grievance can be made. A Grievances form is at the back of the Student Handbook or available from the office.
- On receipt of a written grievance the Management Committee will be advised of the complaint and the grievance will be heard by an internal panel. The panel's decision will be provided in writing within 7 days of the panel meeting. The student has the opportunity to be heard by the panel.
- If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. The selection of an independent adjudicator will be managed by the College manager with the mutual agreement of the complainant. There will be no fee for service provided to the independent adjudicator except where travel or office expenses are encountered.
- The student will also be informed that other venues of complaint include:
  - VET training delivery and assessment matters can be taken to the NSW Department of Industry or with ASQA
  - NSW Department of Fair Trading or the NSW Ombudsman deals with non-training issues. Students have the right to take further action under Australian Consumer law and the right to pursue other legal remedies.
- If the grievance is substantiated, the organisation is responsible to follow up on the issues, modify policies and procedures if required and record this action.

# Complaints Form

**C O N F I D E N T I A L**  
**COMPLAINTS FORM**

**Name of Complainant**

**GRIEVANCE (detailing circumstances and the event in question)**

**DESIRED RESOLUTION**

**Signature of Complainant:**

**Date:**

Drop this form at the College office for attention: College Manager:

Or post to PO BOX 552 Murwillumbah NSW 2484

Email: [reception@mbahcc.net](mailto:reception@mbahcc.net)