



Policy number	6.14	Version	1.1
Drafted by	CEO	Approved by Board on	19/10/2022
Responsible person	CEO	Scheduled review date	19/10/2025
Policy Area	Operational		

Title: Complaints and Concerns - General

Policy:

MDLC processes all complaints and concerns promptly and transparently. Matters of concern are reviewed and addressed in keeping with continuous improvement practice. When complaints are raised, MDLC will endeavour to ensure procedural fairness is applied.

This policy provides an outline of the complaints process at MDLC so that all people involved with MDLC are informed of how they can raise complaints or concerns arising.

Students or their advocates, who may wish to raise a complaint about training course delivery should refer to the Training Course Complaints and Appeals Policy.

Communication:

The MDLC Complaints and Concerns Policy is publicly available on the MDLC website and detailed in relevant handbooks.

In accordance with Child Safe Standards, parents/guardians of students attending youth education programs will be encouraged to raise concerns they may have regarding the safety, comfort and wellbeing of their student whilst at MDLC.

Privacy and confidentiality:

The privacy and confidentiality of a complainant's information is managed in accordance with MDLC's Privacy Policy. MDLC will record personal information solely for the purposes of addressing the complaint or concern.

Personal details are protected from disclosure, unless the complainant expressly consents to its disclosure or if legislation requires disclosure (eg. to adhere to Mandatory Reporting obligations)

Procedures:

Steps to take when raising a complaint or concern

1. The complaint or concern is identified (either formally or informally).
2. The complaint or concern is documented.
3. A review is undertaken.
4. A response is provided.
5. Resolution of the complaint or concern occurs.

Documentation and Records Management

- Complaints or concerns raised are documented on a Complaints and Concerns Form either by the relevant staff member or by the person raising the matter.

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- All documentation related to a Complaint or Concern are submitted to the CEO who will oversee the response.
- Documentation is to be retained in a separate file located in the CEO's office.
- The Complaint or Concern is logged on the Complaints and Concerns Register.
- All details of the response to the raised matter are recorded on, or filed with the Complaint form.

Concerns

- Parents/Guardians and Participants will be advised to raise any concerns they may have. Periodically, a prompt to raise a concern will be included in newsletters. Surveys will be issued to gauge levels of comfort. Concerns may be received via phone, email or through conversations.
- Any concerns raised are reported to the CEO who will ensure they are reviewed and responded to promptly.
- Child Safety and Wellbeing matters are addressed immediately in line with legislation and with MDLC's Child Safety and Wellbeing Policy.

Informal complaint

- The initial stage of any complaint is to communicate the matter directly with the staff member/teacher/tutor/group leader or manager concerned who will seek to resolve the matter.
- A person who is dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

Formal complaint

- All formal complaints should be forwarded to the CEO in writing and submitted via email or post.
- On receipt of a formal complaint, the CEO will discuss the matter with relevant staff members.
- The complainant is given an opportunity to present their case to the CEO.
- If meeting in person, the complainant may be accompanied by one other person as support or as representation and the CEO will have an impartial MDLC staff member in attendance as a witness.
- If a staff member is involved, they will be given an opportunity to provide information or present their case. If meeting in person, they may be accompanied by one other person as support or as representation.
- The CEO will make a decision regarding the complaint.
- The CEO will communicate the decision to all parties in writing within fifteen (15) working days of making a decision.

Outcome Review

A review may be conducted when the complainant is dissatisfied with a decision that MDLC has made.

If the complainant is dissatisfied with the decision arising from a formal complaint the complainant may request a review by the Board. The Board will undertake an investigation and respond in writing within fifteen working days.

Independent Mediation and Consultation

- At any time during the complaint process the complainant may seek the advice or mediatory services of an external independent body from The Dispute Settlement Centre of Victoria <https://www.disputes.vic.gov.au/>
- Should the complainant choose to seek alternative advisory or mediation services, the complainant will meet the financial costs of such services.

Continuous Improvement

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- Actions and opportunities for improvement arising from a complaint or concern is actioned and noted on the continuous improvement register.

Associated Documents

- 5.11 Child Safety and Wellbeing
- 6.25 Training Course Complaints and Appeals
- 6.25P Training Course Complaints and Appeals Procedure
- Continuous Improvement Policy and Register
- Complaints or Concerns Form
- Complaints Register

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