



Policy Document No:	6.14	Version	4.2
Drafted by	CEO	Approved by Board on	17/03/2021
Responsible person/s	CEO	Scheduled review date	17/03/2024
Policy Area	Operational		

Title: Complaints and Appeals - Training Courses

Policy:

MDLC will process complaints and appeals about training courses quickly, fairly, transparently and effectively.

The Complaints and Appeals Policy and Procedures - Training Courses are publicly available on the MDLC website. All course information brochures, staff and student/parent handbooks will direct people to the website for the access to this policy and related procedures.

Process:

All aspects of complaints and appeals about training course delivery at MDLC must be fully documented and copies made available to the complainant/appellant.

The privacy and confidentiality of complainant's information will be assured in accordance with the MDLC Privacy Policy. MDLC will only record personal information solely for the purposes of addressing the complaint. Personal details will be protected from disclosure, unless the complainant expressly consents to its disclosure.

All formal training course complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The CEO will document all formal complaints and their resolution in the Continuous Improvement Database. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

Complainants may be students or their representatives or advocates.

Complaints arise when a student is dissatisfied with an aspect of Mountain District Learning Centre's training delivery services, and requires action to be taken to resolve the matter.

Appeals may arise when the complainant is dissatisfied with a decision that MDLC has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Assessment Appeals

If a student disagrees with their unsuccessful assessment outcome, they may ask for a review of the decision. The review process involves a review of the decision by assessment officers not involved in the original assessment.

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Re-Assessment Review

To seek a review the applicant must:

- Submit an Assessment Appeal Form completed in full to the relevant course Manager.
- Students must submit their Assessment Appeal Form and evidence within 10 days from the date of the assessment decision. If students do not apply for an Assessment Appeal review within 10 days, this option will expire.
- Set out the grounds on which the review is sought including any additional background information about the claim/s.
- Include additional evidence to support the claim/s if required or available. Students are not required to re-submit the original assessment evidence (previously submitted). Previous evidence will be located and stored in the student's file.

Appeal of the Decision

If the student believes the review decision is incorrect, they may apply for an appeal of the decision. No additional information will be considered at the appeal stage. The appeal decision is final and there is no opportunity to re-appeal.

Students may ask for an appeal by completing the Appeal Request Form and emailing it to the CEO at janetc@mdlc.org.au.

Students must submit their appeal application within 7 days of the review outcome decision.

Associated documents:

- 6.25 A1 Assessment Appeal Form
- 6.14 Complaints and Concerns Policy – General
- 5.05 Continuous Improvement Policy and Register
- 6.14 A1 Complaints and Appeals Register

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