



Policy Document No:	6.14	Version	5.0
Drafted by	CEO	Approved by Board on	21/05/2025
Responsible person/s	CEO	Scheduled review date	21/05/2028
Policy Area	Operational		

Title: Training Course Complaints and Appeals

Policy:

Mountain District Learning Centre (MDLC) processes complaints and appeals about training courses quickly, fairly, transparently and effectively.

Process:

The Training Course Complaints and Appeals Policy and Procedures are publicly available on the MDLC website. Course information brochures and handbooks will direct people to the website for access to this policy and related procedures.

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 is assured in accordance with MDLC's Privacy policy. MDLC records personal information solely for the purposes of addressing the complaint. Personal details are protected from disclosure, unless the complainant expressly consents to its disclosure.

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

Complainants may be students or their representatives or advocates.

Complaints may 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.

Re-Assessment Review

To seek a review the applicant must:

1. Submit an Assessment Appeal Form completed in full to the Education & Training Manager.
2. 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 expires.
3. Set out the grounds on which the review is sought including any additional background information about the claim/s.
4. 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 is 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.

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
- 5.05 Continuous Improvement Policy and Register
- 6.14 A1 Complaints and Appeals Register
- 6.13 Privacy Policy



Procedure Document No:	6.14P	Version	5.0
Drafted by	CEO	Approved by Board on	21/05/2025
Responsible person/s	CEO	Scheduled review date	21/05/2028
Policy Area	Operational		

Title: Training Course Complaints and Appeals Procedure

Any person wishing to make a complaint about a training course delivered at Mountain District Learning Centre (MDLC), or lodging an appeal regarding a decision made by MDLC, should undertake the following procedure.

Informal complaint

1. The initial stage of any complaint (or feedback) is for the student to communicate directly with the operational representative of MDLC, e.g. the Teacher/Trainer/Staff Member.
2. Students dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

Formal complaint

1. All formal complaints should be forwarded to the CEO in writing, submitted in person or via email or post.
2. Upon receipt, the complainant is advised in writing that the complaint has been received.
3. The complaint is dated and logged in the Complaints and Appeals Register.
4. The complaint is investigated by the CEO and findings documented.
5. The complainant is given an opportunity to present their case to the CEO who will have a witness in attendance. The complainant may be accompanied by one other person as support or to provide representation.
6. Any relevant staff member is given an opportunity to present their case, and may be accompanied by one other person for support or to provide representation.
7. The CEO makes a decision regarding the complaint.
8. The CEO communicates the decision to all parties in writing within fifteen working days of making a decision.

Appeal

1. If the complainant is dissatisfied with the decision arising from a formal complaint the complainant may lodge an appeal to the Board of Directors. The Board will undertake an investigation and respond in writing to the appellant within fifteen working days.
2. A complainant in accredited programs may take their complaint to the VRQA via the web link: <https://www2.vrqa.vic.gov.au/make-complaint> or to the National Training Complaints Hotline via the web link: <https://www.dewr.gov.au/national-training-complaints-hotline>

Independent Mediation and Consultation

At any time during the complaint and appeal process the complainant/appellant may seek the advice or mediatory services of an external independent body, for example the Dispute Resolution Centre of Victoria, a free mediation service, which may be accessed via telephone Toll Free 1800 658 528 or email dscv@justice.vic.gov.au. Should the complainant/appellant choose to seek alternative advisory or mediation services, the complainant/appellant meets the financial costs of such services.

Continuous Improvement

Actions and opportunities for improvement arising from a complaint or appeal are implemented and noted on the continuous improvement register.

Records Management

All documentation related to a complaint and/or appeal remains confidential and is retained in the CEO's office. The Complaint and Appeal is logged on the Complaints and Appeals Register.

Associated Documents

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

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