MMCollege
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Policy Overview

This policy focuses on the complaints, appeals and grievances procedures used at MM College (MMC). MM College is committed to providing an effective, efficient, timely, fair, and confidential complaints, appeals and grievances procedure for all students. Complainants are entitled to access this procedure regardless of the issue has arisen, the Complainant's place of residence or mode of study. Wherever possible, MM College seeks to resolve issues informally however students are made aware that they have access to formal processes to lodge a complaint, appeal or grievance.

This policy also outlines instances where MM College has identified the need for engagement with an apprentices allocated Apprenticeship Support Officer. This could include occasions where an apprentice has articulated an issue with relation to their employer. MM College's approach to such a complaint will follow the standard procedures and informal meditation on the matter is encourage however, if this surpasses this stage unresolved MMC may then seek assistance from the relevant Apprenticeship Support Officer. If this process is undertaken MMC's involvement with the matter may cease and be handled internally by Apprenticeship Support.

Responsibility

James Milner (CEO/Principal) is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability. In instances where the CEO/principal may be unavailable the trainers at MM College are available to undertake discussions or the formal paperwork on the CEO/Principals behalf.

Legislative Rationale

This policy addresses the requirements specified under Standard 2, 2.7 and Standard 2.8 of the *Standards for Registered Training Organisations (RTOs) 2025* and Schedule 1, Clause 1.3 e) of the 2026 VET Funding Contract.

Definitions

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled in a unit of study at MM College

Complainant refers to Students (as defined above) who have lodged an any formal complaint with MM College.

Academic matters include those matters that relate to student progress, assessment, course content or awards in a course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances may arise from events occurring at a provider, from decisions made by a provider and in rare instances with relation to an apprentice/employer relationship.

Complaints, Appeals and Grievances

A complaint is a type of problem, concern or grievance about studies, student life, the College or the College environment. Anything that negatively impacts or effects on the studies or experience of a student at MM College may be raised as a complaint.

Where possible, MM College seeks to resolve complaints through a process of discussion, co-operation and mediation (where necessary) as soon as possible after an incident or situation has been identified. All complaints will be acknowledged and handled promptly, sensitively, with close attention to impartiality, fairness and confidentiality. All complainants will be protected from detriment or disadvantage if they choose to lodge a complaint.

General Principals

In regards to all complaints, appeals and grievances, the following general principles apply to all stages of the procedure and will be adhered to by MM College:

a. The Complainant and respondent will have the opportunity to present their case and point of view at each stage of the procedure.
b. The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend, counsellor or Apprenticeship Support Officer) if they so desire.
c. The Complainant and the respondent will not be discriminated against or victimised.
d. At all stages of the 'formal' process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as

part of this procedure will be provided to the Complainant and/or the respondent if requested.

e. Records of all complaints, appeals and grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at MM College.

f. A Complainant shall have access to this procedure at no cost.

g. Procedural fairness is afforded to all parties to a complaint or appeal. The person affected by an allegation or decision is told the substance of it, is given a reasonable opportunity to respond before a decision is made, and the matter is decided by a person who does not have a conflict of interest. Written reasons are provided for the decision.

h. Feedback, complaints and appeals can be made about MM College, any third party delivering services on its behalf, and any person employed or contracted by MM College. Appeals can be made against any decision of MM College, a third party or an employee or contractor that adversely affects the student.

i. Reasonable timeframes apply. Stage one decisions are provided within one week, and stage two and stage three decisions are provided in writing within five (5) business days, with written reasons given if more time is required.

j. Information on how to give feedback, make a complaint or lodge an appeal is publicly available on the MM College website and in the Pre-Enrolment Handbook. Staff will support students who ask for help to provide feedback, make a complaint or lodge an appeal.

k. The outcome of every complaint and appeal is documented on the Complaints and Appeals Investigation Report and communicated in writing to all parties to the complaint, and to the appellant in the case of an appeal. Outcomes are reviewed through the Quality Assurance process (1.7 Quality Assurance) to inform continuous improvement.

Complaint Responders

MM College encourages its students to make their concerns regarding an issue or problem known initially to the person(s) involved as well as the relevant trainer/assessor or administration Staff. This enables students to address and resolve any minor issues or concerns they have easily and quickly. It should be noted that once a formal complaint has been lodged with MM College, James Milner CEO/Principal or a relevant qualification trainer will be notified and the resolution process will be undertaken by them in conjunction with any appropriate staff or persons.

Complaints, Appeals and Grievances Procedure

The three-stage complaints procedure is simple to complete and students are informed of its accessibility as part of the pre-enrolment handbook and enrolment procedure. As mentioned above, all records of complaints, appeals and grievances are kept strictly confidential and stored at the college. As stated on the Complaints, Appeals and Grievances Form (Appendix 1.12) information provided by the complainant may need to be divulged to the persons with direct involvement (where appropriate). This may include information you have provided being sent to individuals who form the basis of your complaint, for their response. If a complainant has concerns about this process, they must discuss the matter with a Trainer or the CEO/Principal as part of the complaints, appeals and grievances process. The following flowchart outlines the overall resolution procedure

Stage One: Informal Resolution

Resolution of matter through informal discussion with teacher/department head/person involved.

Stage Two: Formal Resolution

Where the matter was not resolved through Stage 1 or the matter is more serious/complex than can be solved informally the complaints, appeals and grievances form (Appendix 1.12) or letter should be lodged with the Principal for formal resolution.

Stage Three: Internal Appeal

If a complainant is dissatisfied with the decision at Stage 2, the matter can be elevated to Stage 3. Further written clarification of the matter must be given to the MM College Dispute Resolution Committee.

External Appeal

Where dissatisfied with the outcome of the appeal at Stage 3, the matter is referred to the external dispute resolution process. ITECA is the referral body used for this stage.

Matter not Resolved

Informal Resolution Not Appropriate

Matter Resolved
End of Process

Complaint, Appeal and Grievance Procedure

Stage One: Informal Resolution

Before making a formal complaint, students are encouraged to discuss their issue or problem informally with their trainer/assessor or CEO/Principal to assess whether the matter can be resolved without lodging a formal complaint.

If the matter is regarding an appeal or grievance, teachers must make a decision regarding the matter and inform the student of the outcome within one week. If dissatisfied with the outcome, the student may decide to lodge a written appeal and proceed to stage two of the procedure.

Stage Two: Formal Resolution

If the matter has not or cannot be resolved informally, the complainant may lodge a formal complaint. Formal complaints should be submitted in writing to the Principal either as a letter or through use of the Complaints, Appeals and Grievances Form (Appendix 1.12). If there are any conflicts of interest (such as if the complaint is about the conduct of the CEO/Principal), the complaint will be passed on to the College a trainer or vice versa.

The principal or Trainer of MM College will then assess the complaint/appeal, detail their investigation using a Complaints and Appeals Investigation Report (Appendix 6.11), determine the outcome and advise the complainant in writing of their decision within five (5) business days of receiving the complaint.

The complainant will be advised of their right to access stage three of this procedure if they are not satisfied with the outcome of stage two.

Stage Three: Internal Appeal

If the complainant is not satisfied with the outcome of stage two they may appeal the decision by addressing their concerns, in writing, to James Milner, the CEO/Principal or a trainer.

The complainant's appeal will be determined by the CEO/Principal and two trainer/assessors of MM College. The trainers and CEO/Principal, coordinate their responsibility for the relay of messages between all relevant parties and anyone that are to be involved in this process of the formal complaints appeal and the complainant.

A reviewer will be selected from the committee to conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within five (5) business days.

If more than the usual five (5) business days are required, the complainant will be informed in writing with the reasons behind the additional time. The complainant in this instance will be given regular updates on the progress of the matter.

The Complainant will be advised of their right to an external appeal if they consider the matter unresolved after stage 3 of the procedure.

External Appeal

If the Complainant is not satisfied with the outcome of stage three they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by MM College.

The external dispute resolution process provides review by an independent party if requested by the complainant or appellant, and is available at no or low cost to them.

The details for the external body and contact person are:

Independent Tertiary Education Council Australia (ITECA)

ITECA Victoria

a: GPO Box 1939, Melbourne, VIC, 3001

t: 1300 421 017 f: 1300 421 018

e: vic@iteca.edu.au

ITECA Tasmania

a: GPO Box 411, Hobart, TAS, 7001

t: 1300 421 017 f: 1300 421 018

e: tas@iteca.edu.au

MM College will give due consideration to any recommendations arising from the external review within five (5) business days.

Publication

This *Student Complaints, Appeals and Grievances Policy and Procedure* will be made available to Students enrolled with MM College) through the pre-enrolment handbook and through the Policy and Procedure document for MM College which can be viewed at the college by request or online at the above website. The Complaints and Appeals Form (Appendix 1.12) and Report Template (Appendix 6.11) will also be made available upon request to the CEO/Principal, training staff or administration staff at the college.

Quality Review

After a formal complaint has been lodged and the decision process completed, an entry will be made in the Continuous Improvement Register (Appendix 6.19) as part of the quality review process. This ensures that, where possible, MM College takes appropriate steps to mitigate further complaints about the same matter. The quality review process employed by the College is structured to continuously update and improve processes at the College and any complaints received from students or staff all further improvements to be made by the College.