



Merage Global Institute of Technology (MGIT)

MGIT Complaints, Grievance and Appeals Policy and Procedure, V8.0_Sept2016

MGIT's Academic and Non Academic: COMPLAINTS, GRIEVANCE AND APPEALS POLICY AND PROCEDURE

A. Policy Rationale:

At MGIT we firmly believe in providing a supportive and harmonious environment where prospective students, students, staff or other stakeholders have the right to expect a safe working environment and to be treated fairly, with dignity and respect and have access to the same opportunities.

Thus every prospective student, students, staff or other stakeholders have the right to expect access and support to all courses, or resources in a fair, non-discriminatory or harassment free learning environment.

MGIT is committed to the following;

1. To put in place a transparent mechanism to monitor, manage and mediate/respond appropriately to all complaints, grievances or appeals raised by a prospective student or students.
2. To ensure that regardless if the prospective student or student is fee paying, VET Fee Help or on a scholarship arrangement or other known disadvantage*, that MGIT will treat and apply the same policy and procedures
3. Notify the prospective student or student about this policy and procedure during the induction, direct the prospective student or student to the website and student handbook.
4. To adhere to VET Guidelines and other relevant legislative and statutory and guidelines.

B. Policy Statement:

1. All prospective students or students have the right to expect that their MGIT experiences are in line with their expectations based on the information presented to them at time of enrolment
2. It is expected that both MGIT Staff, prospective students and students observe and respect the rights of others, diversity, privacy and confidentiality.
3. MGIT will provide the process and procedures where the prospective student or student can have their complaint, grievance or appeal heard and resolved in a timely manner

C. Policy Scope

- **Complainant** : Prospective students or current students who avail the VET Fee Help, or Fee paying or on MGIT Scholarship
- **MGIT Staff**: Staff employed by MGIT



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- **Stakeholder:** other than prospective student or current student or staff and has a transactional relationship with MGIT
- **Known disadvantage*:** MGIT describes examples of known disadvantage (but not limited) to as a form of mental, physical disability, belonging to low socio-economic background or a low level of language or literacy and numeracy

D. Publishing Requirements

- **MGIT** publishes all relevant policies and procedures on its websites, student's handbook and MGIT Policy and Procedure Manual. Complaints, Grievance and Appeal policy and procedure literature and forms are made available on the website in a downloadable format, as well as hard copies which are available to all in the student reception

E. Documentation Details:

A complainant will be given copies of the documentation collected during the investigation, the information in the documentation is as follows:

1. Details of the parties involved
2. Date and time of lodgment
3. Date and time when the events that resulted in a complaint happened
4. Details of the Investigation
5. Details of the reason and outcome of the remedy, rectification or resolution

All MGIT staff involved in the complaint are trained to handle, assist or support complainants when enquiring or lodging a complaint, grievance or appeal. MGIT Staff are mandated to record the discussion or details of the complaint whether it is formal or informal in the complaint register for prospective students. All complaints, grievances and appeal records are documented for current students in the student management system and kept for 30 years. All prospective students' complaints, grievances and appeals are recorded in the complaint register and stored/archived for 5 years.

F. Privacy and Confidentiality

1. All parties involved must aim to uphold privacy and confidentiality whilst the complaint, grievance or appeal is being dealt with. Access to the information is limited to the people involved and information is maintained by the compliance manager.

G. Types of Complaint

Non Academic	Academic
Matters arising from Complainant enrolments, misleading information	Academic progress decision
Timetabling matters	Assessment result
Breach Privacy and confidentiality	Plagiarism or copyright breach
Access to personal information	Quality of Training and assessment delivery
Complaints of MGIT staff misconduct	Assessment submission/resubmissions
Promotional or advertisement disputes	Course content
Unprofessional conduct of non-academic trainers	Discrimination or perceived unfair treatment of trainers to Complainant
Issuance of certifications or statement of attainments,	
Tuition Fee, VET FEE HELP Loan Matters	

Definitions:

Complaint: is defined as a matter or issue that is perceived to be unacceptable or unsatisfactory

Appeal: is defined as a formal process of applying to be heard or a request for a decided matter or issue to be reconsidered, an appeal could lead to a new decision or affirm the earlier decision.

MGIT will consider and qualify the nature of Prospective students and current student’s complaints, grievances or appeals. MGIT **has an option not to consider** processing the following;

1. If the person lodging the complaint **fails to follow** the process or procedure in lodging complaint.
2. Anonymous complaint, except for purpose of continuous improvement, the anonymous complaint details will still be recorded in the complaint register
3. Unsupported, malicious or vexatious complaint

H. Complaint, Grievance and Appeal Procedure:

In general, the MGIT complaint, grievance and appeal process is as follows;

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Stage 1: Lodging a Complaint or Grievance

1. The complainant must lodge the complaint and grievance within **2 weeks either formally or informally** from the time the nature of the complaint or grievance occurred.
2. **Informal Process:** The Complainant may seek to redress or lodge their complaint or grievance directly to the person involved. For an informal complaint or grievance, a complainant may approach the person involved directly in the complaint or grievance matter or make an appointment to meet the person involved and discuss the matter.

At this point the Complainant may opt to bring a third party to accompany during the discussion.

If and when during the informal process the complainant has approached the person involved directly and has reached a remedy or agreed resolution, the matter will be deemed resolved and recorded in the MGIT student management system for the current student file, or complaint register if it is about the prospective students complaint or grievance.

If the Complainant is not satisfied with outcome of the informal process, the complainant will have no recourse but to lodge a complaint **formally**.

3. **Formal Process:** A complainant may seek to redress their complaint or grievance by completing a CGA form and send to the following;
3.1 Training Coordinator if it is about academic matter
3.2 Operations Manager if it is about non-academic matter
4. Prospective students or current students during a **formal complaint or grievance** have an option to be accompanied and assisted by an elected third party of the complainant at any relevant meeting or discussion. The complainant will be advised that it will take 10 working days to process the complaint and complainant will be notified of the outcome **by email** no more than 60 business days.
5. Upon receipt of the CGA form, the Training Coordinator or Operation Manager will conduct an investigation by interviewing staff, students or prospective students or witnesses if applicable.
6. When the Operation Manager upon completing the investigation and has found the remedy or resolution, they will call for a meeting with the complainant if possible and the relevant staff involved to discuss the outcome of the investigation. The complainant will be notified of the outcome of the investigation during the meeting and will be given copies of the documented investigation details and reason for the outcome.



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7. If the Complainant is satisfied with the remedy or the resolution offered, the matter will be deemed resolved and the outcome documented in the MGIT complaint register. The complainant will be provided with written copies of the documentation that detailed the outcome of the investigation including the information of the remedy or agreed resolution, whichever is applicable.

Stage 2: Internal Appeal

1. If the remedy and rectification is not satisfactory to the complainant, they may opt **to appeal** the remedy or resolution offered by MGIT by completing the Complaint, Grievance and Appeal (CGA) form and which is to be submitted to the Compliance Manager. The Compliance Manager is a MGIT senior officer appointed to handle all internal appeal investigations and manage their resolution. The complainant will be advised that the process of the investigation of the appeal will take 10 working days.
2. The Compliance Manager will conduct a review of the remedy or resolution offered in the first instance, including in the review process of arranging a meeting with the complainant to investigate further the nature of the complaint or grievance. The Compliance Manager will do their utmost best to ensure that the investigation is conducted in a fair and just way to the parties concerned. As a result the Compliance Manager may uphold the decision of the remedy or resolution offered or offer another resolution to the complainant. In this case, the parties concerned will be notified in writing of the reason and outcome of the appeal in no more than 60 business days.
3. Once the notification of the outcome of the appeal has been disseminated to concerned parties, a necessary action plan or a corrective action plan will be implemented to support the remedy or resolution offered to the complainant. The complainant has 10 working days to respond to the appeals outcome.
4. If the complainant is satisfied with the remedy or the resolution offered, the complaint or grievance will be deemed resolved and it will then be documented in the complainant file in the in the complaint register. The complainant will be provided copies of the appeal details and the reason for the outcome.
5. If the complainant is not satisfied with the outcome of the appeal lodged by MGIT, the complainant may seek to redress the outcome of the appeal to an external body nominated by MGIT.

Stage 3: External Appeal

If the Complainant is not satisfied with the outcome of their appeal, then an Independent mediator will be sourced by MGIT through a Resolution Institute (RI); Students Mediation Scheme, this organization is a not for profit membership organisation that promotes and facilitates the use of alternative dispute resolutions. There are costs involved in opting to access a resolution with an RI, the cost of mediation will be shared by MGIT and the complainant.

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The Complainant is advised **to lodge an external appeal within 10 workings days** of their notification of the outcome of the internal appeal

A Current student may also lodge an external complaint and appeal of Academic Related matter to the following;

- For complaints regarding quality please refer to the National Training Complaints Hotline on 133873 or email NTCH@education.gov.au,
- For complaints about your consumer rights- please contact the following;
Fair Trading- Phone number 13 32 20 or your respective local consumer protection agency - Australian Competition and Consumer Commission (ACCC) on 1300 302 502
- For complaints regarding discrimination on the grounds of sex, disability, race or age- please report your complaint to the Australian Human Rights Commission on 1300 656 419
- For any mediation request, a complainant must contact MGIT's respective department head or contact the Resolution Institute, infoaus@resolution.institute
- For quality training related complaint, you may lodge a complaint with the Australian Skills Quality Authority (ASQA) – on www.asqa.gov.au, or 1300 701 801, please note that ASQA does not address individual student complaints, but uses information received through student complaints to ensure that providers are delivering quality training and assessment services.

Prospective Students or Current Students may Lodge an External Appeal of Non-Academic related Complaints or Grievances to the following;

- The National Training Complaints Hotline on 133 873 or email NTCH@education.gov.au
- Fair Trading - Phone number 13 32 20 or your respective local consumer protection agency
- Australian Competition and Consumer Commission (ACCC) on 1300 302 502
- For complaints regarding discrimination on the grounds of sex, disability, race or age please report your complaint to the Australian Human Rights Commission on 1300 656 419
- Or request a mediation with a Resolution Institute by contacting MGIT's Marketing Coordinator or at infoaus@resolution.institute
- Australian Skills Quality Authority (ASQA) – on www.asqa.gov.au, or 1300 701 801, please note that ASQA does not address individual student complaints, but uses information received through student complaints to ensure that providers are delivering quality training and assessment services.



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Stage 4 Response to External Appeal

In general, MGIT will endeavour to be bound by the recommendation arising from the external review of the complaint and MGIT Management will ensure that any recommendations made **are implemented within 20 working days of the receipt of the recommendation.**

1. Upon receipt of the external appeal findings, MGIT will review the findings
2. MGIT will consider any recommendation arising from the external review to protect and not disadvantage MGIT's general interest.
3. As a result of the review, MGIT may appeal or not appeal the findings of the review.
4. MGIT will adhere to the recommendation and implement whatever action is required or necessary within 20 working days
5. MGIT will notify the prospective and current student regarding MGIT's response to the external appeal in writing in no more than 60 business days.

Related Policies and Procedures/Other related Documents

- MGIT Student Assessment Appeal Policy
- Student Assessment Submission Policy and Procedure
- Student Engagement Policy and Procedures
- MGIT Enrolment Policy and Procedures
- Personal Information Procedure
- Refund and Review Procedure
- Student Communication Policy and Procedure
- MGIT Student Handbook