

MGIT Academic and Non-Academic: Complaint, Appeal and Grievance Policy and Procedure for International Students

Purpose

This Complaint, Appeal and Grievance Policy and related procedure is designed to ensure that Merage Global Institute of Technology (MGIT) responds effectively to individual cases of dissatisfaction. This policy outlines MGIT's approach to managing complaints and appeals and ensures that international students are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints, grievances or appeals to be addressed in a fair, efficient and confidential manner.

This policy ensures compliance with; RTO Standard 2015 and National Code 2007 and other related legislative and statutory regulation. International students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

Scope

This policy applies to all international students of MGIT.

Policy

A Student must lodge the complaint, grievance or appeal within **4 weeks from** the time that the nature of the complaint or grievance had occurred.

MGIT will consider and qualify the nature of student's complaint, grievance or appeal. MGIT has an option not to consider the following;

- If the person lodging the complaint fails to follow the process or procedure in lodging the complaint.
- Anonymous complains, except for the purpose of continuous improvement, the anonymous complainant's details will still be recorded in the complaint register
- Unsupported, malicious or vexatious complaint

Complaint, Grievance and Appeal Procedure:

In general, MGIT's complaints, appeal and grievance process is as follows;

Stage 1: Lodging a Complaint, Grievance or Appeal

- 1.** A Student must lodge the complaint, grievance or appeal within **4 weeks from** the time that the nature of the complaint or grievance had occurred.

2. Students may seek to redress or lodge their complaint or grievance directly to the person involved or if preferred by the student, they can complete a MGIT Complaints, Grievance and Appeal(CGA)form and submit it to the Department Manager/Supervisor
3. A student lodging a complaint, appeal or grievance/MGIT staff has an option to be accompanied and assisted by an elected Third Party of the student/or MGIT at any relevant meeting
4. If the student opts to discuss the matter directly to the person involved and was satisfied with the outcome without having to complete a CGA form, in this instance the student will notify MGIT staff who will record the matter and resolution in the Student Management System and MGIT complaint register.

Stage 2: **Discussion: Remedy and Rectification**

- If the student is not happy to discuss the matter with the involved party, they are required to complete and submit a CGA form to the department involved.
- The Involved department manager/team leader will review, investigate the matter and provide remedy to the issue at hand.
- When remedy/rectification has been identified and or agreed, students will be informed in writing within 10 working days (or no more than 20 working days) from the time of lodgment of complaint
- If the remedy and rectification has been mutually reached and decided, then the matter will be deemed closed and information will be recorded on the student's file and on the MGIT complaint register; the nature of the complaint and the details of the remedy as well as the rectification will be kept on file for five years.

Note: MGIT handles all formal and informal complaints, grievances and appeals with the utmost consideration for the involved parties privacy and confidentiality. A student will be allowed access to the records of the complaints, grievance and appeal by completing MGIT's document request form.

Stage 3: **External Appeal**

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

Otherwise a student may also lodge their complaint, grievance or appeal (if applicable) to the following;

- Overseas Student Ombudsman, <http://www.oso.gov.au/contact-us/or> email at ombudsman@ombudsman.gov.au



- National Training Complaints Hotline on 133873 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 the 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.

MGIT agrees 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 30 days of the receipt of the recommendation, including any action in relation to updating DIBP/PRISM regarding student visa status.

Academic Department

Students may seek to redress or lodge a complaint or concern with matters regarding **assessments/submissions, re-assessments, assessment result, course contents, discrimination or perceived unfair treatment from the Trainer/Assessors;**

- A student may seek to redress concerns or complaints by raising the issue with the trainer in the **first instance** where issues can be dealt and resolved immediately, all discussions between students and trainers will be documented and filed in the student management record system and MGIT complaint register. All MGIT Trainers/Assessors are trained to handle and address student concerns regarding assessment matters and submission issues. If the discussion with the trainers is not satisfactory, a student must make an appointment to speak with the Training Coordinator.
- Before making an appointment to speak with an MGIT Training Coordinator, a student must fill in MGIT's Complaints, Grievance and Appeal Form (CGA).
- Upon receiving the completed CGA Form, the Training Coordinator will review, investigate and if necessary interview the parties involved in the complaints, grievance or appeal.
- Students will be notified of the outcome within 10 working days, and if the process will take longer to find a resolution (no more than 20 working days); the student will be notified immediately in writing.
- If a student has exhausted the MGIT complaint and appeal process or is unhappy with MGIT's response; the student may seek to redress their concern, complaint, grievance or appeal (if applicable) with the following agencies;

- Overseas Student Ombudsman, <http://www.oso.gov.au/contact-us/> or email at ombudsman@ombudsman.gov.au
- National Training Complaints Hotline on 133873 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 mediation with 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.

Marketing/Sales Department

Students may seek to redress or lodge a complaint or concern with matters regarding course information, tuition fee matters, promotions or advertising matters or perceived unfair or unprofessional conduct of the Marketing and Sales Team

- A student may discuss the matter with the Sales and Marketing team directly in the first instance where issues can be dealt and resolve immediately, all discussion between a student and the Marketing/Sales team will be documented and filed in the

Student Management Record System and MGIT Complaint Register or the student may prefer to complete the Complaints, Grievance or Appeal form (CGA Form)

- If the student prefer to complete a CGA form, upon completion of the CGA form, a student will submit the completed form to the Team Leader/Manager of the department. Upon receiving the completed CGA Form, the Head of the Marketing and Sales Team will review, investigate and if necessary interview the parties involved in the complaints or grievance.

- A student will be notified of the outcome within 10 working days, and if the process takes longer to find a resolution (no more than 20 working days); the student will be notified immediately in writing.

- If a student has exhausted MGIT's complaint and appeal process or is unhappy with MGIT's response; The student may seek to redress the concern, complaint or appeal (if applicable) with the following agencies;
 - Overseas Student Ombudsman, <http://www.oso.gov.au/contact-us/> or email at ombudsman@ombudsman.gov.au
 - National Training Complaints Hotline on 133873 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 mediation with the 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.

Student Services/Administration Department

Students may seek to redress or lodge a complaint, grievance or appeal with matters regarding the inability of the department to provide a promised service as per MGIT's list of services provided to students, e.g. Induction or orientation process, issuance of certification or statement of attainment, handling of personal information, and access to personal information

- A student may seek to redress concerns or complaints by raising the issue with the Student Services/Administration Team Leader directly in the first instance where issues can be dealt and resolved immediately, all discussions between a student and student services or the administration department will be documented and filed in the student management record and MGIT complaint register, or the student may prefer to complete a Complaints, Grievance or Appeal form (CGA).
- If the student prefers to complete a CGA form, upon completion of the CGA form a student will send or submit the completed form to the Team Leader/Manager of the department. The Team Leader/Manager will review, investigate and if necessary interview the parties involved in the complaints or grievance.



- A student will be notified of the outcome within 10 working days (no more than 20 working days in the event that the process will take longer to find a resolution; the student will be notified immediately in writing.
- If the student has exhausted MGIT complaint, grievance and appeal process or is unhappy with MGIT's response; the student may seek to redress the complaint, grievance or appeal (if applicable) with the following agencies;
 - Overseas Student Ombudsman, <http://www.oso.gov.au/contact-us/> or email at ombudsman@ombudsman.gov.au
 - National Training Complaints Hotline on 133873 or email NTCH@education.gov.au
 - Fair Trading- Phone number 13 32 20 or your respective local consumer protection agency
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 - 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 mediation with the 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.

Non-limitation of policy

This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.