



**Masters in Education Pty Ltd**

ABN : 70 622 645 023 | ACN: 622 645 023 | RTO Code : 45464

Address: 81 George Street, South Hurstville NSW 2221

Phone: 0407891610

Email: [info@mie.edu.au](mailto:info@mie.edu.au) Website: [www.mie.edu.au](http://www.mie.edu.au)

## Complaints and Appeals Policy

### 1. PURPOSE

The purpose of this policy is to ensure Master’s in Education Pty Ltd has in place a policy for the dealing with customer complaints and appeals that includes a mechanism to allow for the complainant to formally present their case and for an appeal to be heard before an independent person or panel.

### 2. SCOPE

The scope of this policy applies to all staff and contractors who will be engaged by Masters in Education Pty Ltd but primarily those involved in the provision of training and assessment services to clients of Masters in Education Pty Ltd

### 3. RESPONSIBLE PARTIES

CEO – policy control, issue, compliance and adjustment

### 4. DEFINITIONS

*Appeal* - In law, an appeal is a process for requesting a formal change to an official decision.

*Complaint* - A statement that a situation is unsatisfactory or unacceptable

### 5. POLICY

Masters in Education Pty Ltd will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

Masters in Education Pty Ltd is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

To ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, Masters in Education Pty Ltd will:

- Make its complaints and appeals policy publicly available by producing it in Student Handbook and making it available on the organisation’s website
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable as outlined in complaints process Point 6
- Provide for review by an appropriate party independent of Masters in Education Pty Ltd and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
- If an appeal is to be lodged, in the first instance, issues should be raised directly with the relevant person and attempt to resolve the issue.
- All complaints and appeals shall be acknowledged to the complainant/appellant via email within 7 days of receipt, however where it is apparent that a resolution will take more than 60 days to facilitate and resolve, Masters in Education Pty Ltd shall keep the claimant/appellant advised in writing of progress and any reasons for such a delay.

Complain and Appeal policy	V 2.1	Last updated: 22 January 2020	Next review: 22 January 2021	Page 1 of 3
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Clients wishing to appeal an assessment result will be required to lodge the appeal on the [Appeals Form](#) (Document 45) clearly outlining their reasons for the appeal and lodge same with Masters in Education Pty Ltd within fourteen days of receipt of assessment result. Clients will be advised of the process and of their rights, with regard to complaints and appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process.

These processes are outlined in the Student Handbook (Document 20) and Staff Handbook (Document 21)  
The steps in the Complaints and Appeals Process are:

### (a) Local Level Resolution

1. We encourage open communication and an environment of trust. Therefore, any student with a complaint is encouraged to firstly raise the matter directly with Masters in Education Pty Ltd staff involved.
2. When a complaint is received – verbal, phone, email or otherwise – it shall be immediately referred to master’s in education Pty Ltd Chief Executive Officer (or their appointed representative) (herein after referred to as the nominated representative) by the recipient.
3. The nominated representative shall immediately contact the staff member concerned and discuss the matter, obtain all the facts and evidence; and shall attempt to mediate a resolution. In many cases complaints involve fees, or refund requests, and resolution is generally achieved at this level.
4. If a resolution is achieved this shall be advised to the client in writing via email; and also recorded on the in master’s in education Pty Ltd s Complaints Log (Doc. 67).
5. If no resolution is made, then a formal meeting or phone discussion will be arranged between the claimant and the nominated representative, at which time the matter in dispute will be discussed. It is hoped that resolution will be achieved at this meeting.
6. The claimant has the right to bring an advocate with them to all meetings/discussions during the complaints process.
7. Notes of all discussions and meetings will be retained by Masters in Education Pty Ltd and the claimant will be provided with a copy.

### (b) Resolution by nominated representative

The claimant will be provided with Masters in Education Pty Ltd.’s Complaints Form (Doc 46) which must be completed and emailed to [bsaif@msn.com.au](mailto:bsaif@msn.com.au)

- The nominated representative will:
  - acknowledge receipt of the complaint via email as soon as possible
  - document the date acknowledgment was made on the Complaints Form
  - attach a copy of the acknowledgement to the Complaints Form
  - file the form in the student’s personal file
- The claimant will be given opportunity to discuss the complaint with the nominated representative
- During the process all actions and decisions will be documented

Complain and Appeal policy	V 2.1	Last updated: 22 January 2020	Next review: 22 January 2021	Page 2 of 3
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- Once all aspects have been considered and a decision reached, the outcome will be presented to the claimant, they will be given the option of receiving this information either face to face or via email.

**(c) Resolution by Arbitration**

Should the matter remain unresolved following step (b), Masters in Education Pty Ltd will arrange a mediation session through the Australian Mediation Association. Masters in Education Pty Ltd agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant.

Appeals Process

Note: Appeals against decisions or assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the outcome. It is Masters in Education Pty Ltd.’s desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal a decision or assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appeal Form (Document 45) within 14 days of receipt of the result and acknowledged via email. Acknowledgment is documented in section 2 of the Appeals Form.
- Discussion on the appeal will be conducted between the relevant parties within 24 hours of receipt of notice of the appeal.
- Masters in Education Pty Ltd will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the appellant will be notified in writing of the result
- The appellant will be notified in writing of the outcome with reasons for the decision, and the ‘Appeals Register’ updated (Doc.68). The appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.
- Should the appellant choose to take this line of action, they are required to notify Masters in Education Pty Ltd so that a meeting with a nominated independent arbitrator, through the Australian Mediation Association. Masters in Education Pty Ltd agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant.

*Access and Equity*

Masters in Education Pty Ltd is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer’s responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Masters in Education Pty Ltd.’s scope of registration.

Any issues or questions raised regarding access and equity can be directed to the title.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English
- numeracy support

Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students

Complain and Appeal policy	V 2.1	Last updated: 22 January 2020	Next review: 22 January 2021	Page 3 of 3
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