

Complaints and Appeals Procedure

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1. Introduction

1.1 Purpose

This procedure outlines a transparent complaints and appeals process that ensures students and clients are aware of and understand their rights and responsibilities. Mater Education will ensure that any complaints and/or appeals are recorded and dealt with fairly, effectively, efficiently, confidentially and in a timely manner.

1.2 Scope and context

This Procedure applies to all persons enrolled, or who are seeking to enrol, in Mater Education's programs and clients who seek or receive product and/or services provided by Mater Education.

1.3 Governing policy

- MPPL-04304 Quality Management System Policy

2. Procedure requirements

The following procedures are to be followed.

2.1 Informal Situation

1. Ideally, concerns should be discussed with Mater Education team members at the time they arise and every effort made to try to find a mutually acceptable resolution. Wherever possible, team members will resolve complaints at the point-of-service. Informal complaints are to be sent to educationfeedback@mater.org.au for recording on Mater Education's Feedback Register.
2. If a satisfactory outcome cannot be reached, proceed to 2.2.

2.2 Formal Complaint

1. A formal complaint can be sent to educationfeedback@mater.org.au or by using the feedback form on Mater Education's website.
2. Mater Education will acknowledge the receipt of complaints within 24 hours and provide an estimated timeframe for investigation within 48 hours. Investigation of the complaint will be conducted in a transparent, equitable, objective and unbiased manner by the relevant senior officer.
3. Mater Education's response will be timely, specific and will include rationale for the decision taken. Fair and reasonable remedies will be offered as appropriate.
4. Where a complaint is in relation to actions arising from the non-payment of tuition fees, and those fees remain unpaid in full, or in part by agreement, the outcome from Step 3 (above) is final. Item 2.3 below is not available where a financial debt is owed to Mater Education.



2.3 Further Action (Appeal)

1. Where a party is not satisfied with the outcome of 2.2 they may lodge an appeal in writing to mel@mater.org.au .
2. The General Manager Education and Training or delegate may conduct a review of the decision, appoint an independent senior officer or refer the appeal to an internal committee/unit with appropriate expertise to review and conduct any necessary consultations with stakeholders to make a determination on the appeal.
3. The party will be advised in writing of the outcome of their appeal, including the rationale for the decision, within ten (10) working days of receipt of the appeal.

2.4 Complaints against Registered Training Organisations

The Australian Skills Quality Authority (ASQA) no longer investigates and substantiates individual complaints received.

This means, ASQA will not act on individual complaints.

ASQA does not provide an outcome and complainants will only be contacted if further information is required.

To have a complaint about Mater Education investigated by ASQA complainants should go to ASQA's online portal, "asqaconnect", at <https://asqaconnect.asqa.gov.au/>. This should only occur where a complaint has not been resolved following Mater Education's complaints and appeals process.

The Queensland Training Ombudsman provides a free, confidential and independent service to review and resolve enquiries and complaints from trainees and students about the vocational education and training (VET) system. The Queensland Training Ombudsman can be contacted on phone 1800 773 048 or email info@qto.qld.gov.au or go the website trainingombudsman.qld.gov.au

3. Definitions

Term	Definition
Student/s	All persons enrolled or seeking to enrol in a course of study with Mater Education
Client/s	An organisation that uses or purchases Mater Education products or services
Complainant	A student or client (as defined above) who has lodged a complaint.
Appeal	Request for a review of a decision made
Australian Skills Quality Authority	The national regulator for Australia's vocational education and training sector as described in the National Vocational Education and Training Regulator Act 2011
asqaconnect	Online portal of ASQA to receive complaints, or reports alleging provider non-compliance, from all members of community.

4. Related documents

Mater documents

- MPPL-00071 Mater Behavioural Standards (Previous ID: CA-PAL-060002)

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- MPPL-01286 Education Feedback (Document ID: WI-MEL-040016)

External documents

- Standards for NVR Registered Training Organisations
- National Vocational Education and Training Regulator Act 2011
- AS ISO 10002:2006 Customer Satisfaction – Guidelines for Complaints Handling in Organisations

5. Document information

Earlier revisions

Revision #	Published date	Comment
1	06 Nov 2014	Initial release as an information sheet
2	28 May 2015	Final (Document ID: PR-MEL-040005)
2.1	19 Jan 2018	Revised title, administrative amendments; transferred to new template
3	13 Mar 2019	Revised, transferred to new template
3.1	18 Dec 2019	Included revised process of ASQA to receive complaints through asqanet
3.2	14 May 2020	Administrative edits
3.3	01 Sep 2020	Queensland Training Ombudsman information added to section 2.4
3.4	17 Dec 2020	Reference to Head of Department replaced with General Manager Education and Training
3.5	27 Jan 2022	Administrative edits: removal of old metadata, styles update, document ID updated; no changes of review cycle, due Mar 2022
3.6	21 Mar 2022	Contents reviewed; Administrative update for section 5 table check and updates

Key contacts

Author	Pauline Stowers, Head of Quality and Compliance
Owner	Donna Bonney, Executive Director Mater Education
Subject area	MEL, Education, feedback, complaints, appeals
Committee	n/a

Document review and approval

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Donna Bonney	Executive Director Mater Education	Document owner

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Name Person/committee	Position If applicable	Function Owner/author/review/approve
Pauline Stowers	Head of Quality and Compliance	Document author
As per DocReview process	Key stakeholders	Review
Barry Hankinson	General Manager Education and Training	Review, Approve
Donna Bonney	Executive Director Mater Education	Approve

Affirmation

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