

## 1. Purpose

The purpose of this procedure is to ensure that individuals have an avenue for legitimate complaints and appeals arising during the training and assessment services offered by Mentor Human Resources Pty Ltd (Mentor).

## 2. Compliance Referencing

Standards for RTOs 2015; Standard 6  
WorkSafe Conditions of Approval 5.2.4

## 3. Definitions

### 3.1. Complaints

Complaints refers to:

- Academic matters such as student progress, assessment, curriculum and awards in a course.
- Non-academic matters including complaints in relation to personal information that is held in relation to the student. Non-academic grievances come from decisions made by Mentor. Non-academic grievances cover issues such as harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusions from events and facilities.

### 3.2. Appeals

Appeals refers to:

- A dispute of an assessment outcome
- A dispute of the outcome of a formal complaint.

## 4. Complaints and Appeals General Principles

Complaints and appeals lodged by individuals will be dealt with according to the principles of procedural fairness and natural justice. Individuals have the right to lodge a complaint or appeal if they are dissatisfied with the training and/or assessment services that they have been provided as well as non-academic matters.

Mentor considers all complaints and appeals as an opportunity to improve the service that it offers to all individual and as part of its wider continuous improvement process.

All individuals will be provided with a copy of the Complaints and Appeals Procedure upon enrolment into a course of study as part of the Pre-Enrolment Information. Staff are trained in this procedure through initial workplace induction processes and are required to remain familiar with this document throughout their employment. This Procedure is also publicly available on the Mentor website. All disputes or appeals will be handled professionally and in a confidential manner.

Individuals will be provided with contact details of external authorities they may approach to assist them if required. Individuals also have the right to involve an advocate at any stage of the process.

Formal complaints and appeals will be considered and decided upon within two (2) weeks of Mentor receiving the complaint or appeal.

Individuals may raise any matters of concern relating to, for example, training delivery and assessment, the quality of the teaching, individual amenities, discrimination and sexual harassment.

Mentor will attempt to resolve all complaints through discussion and conciliation wherever possible. Where a complaint cannot be resolved through discussion and conciliation, Mentor acknowledges that an appropriate external mediator will be used to resolve the issue between the parties.

Parties to the complainant will be allowed appropriate access to records, as deemed by Mentor, whilst confidentiality is maintained.

Records of all complaints and appeals made against Mentor will be kept for a minimum of five (5) years.

## 5. Procedure

This procedure refers to complaints and appeals made against any element of the training and assessment services provided by Mentor.

### 5.1. Informal Complaints and Appeals

All students are encouraged to firstly resolve any complaints they have in an informal manner.

Students can do this by approaching the person/s against whom they are making the complaint to rectify issues that relate to their complaint.

In the event that the student is unable to resolve their complaint through the informal process, the student then has the option of lodging a formal complaint.

### 5.2. How to Lodge a Formal Complaint or Make an Appeal

Individuals who have exhausted the informal processes for resolving their complaint, non-academic grievance or appeal, and remain dissatisfied with the outcome, may lodge a formal complaint or appeal by completing the Complaints and Appeals Form.

There are no fees associated with the submission of a formal complaint. Upon completion, the complainant is required to submit the form to Mentor. The complainant is allowed a third party to assist them during any stage of the formal complaint or appeal process.

### 5.3. Formal Complaints Handling

Mentor will do the following upon receipt of a formal, written complaint or grievance:

- Discuss with the complainant the details and circumstances of the complaint
- Record in writing all details of the complaint
- Determine the validity of the complaint and the need for further action
- If the complaint is deemed to be valid, attempt to find an immediate resolution to the matter
- Advise the participant of their options for further action

If the complaint cannot be resolved internally, Mentor will advise the participant of a third party where they can seek further assistance and advice.

## 6. Formal Appeals

Formal appeals on the results of assessments or outcome of formal complaint must be lodged within twenty-one (21) working days of receipt of the assessment or notice of decision, respectively.

An appeal must be made in writing with the individual's name, qualification code and title and grounds for the appeal. Supporting evidence as to the reason for the appeal and addressing the grounds for the appeal should be included.

An independent Appeals Committee will be formed to consider the grounds for appeal and a decision will be reached within two (2) weeks of the appeal being lodged.

The appellant will be formally notified in writing as to the outcome of the Appeal. If the appeal is unsuccessful, the appellant will be advised of the basis for this decision. Details of the appeals process and its outcome will be kept in the individual's file and stored in line with Mentor Student Records Procedure.

## 7. External Review

Mentor is responsible for arranging an independent body to hear the unresolved appeal arising from internal review, should the complainant remain dissatisfied with the result. These independent bodies may hear unresolved appeals arising from internal reviews.

Included in the list below are external bodies which Mentor will recommend to the complainant for external review. Any recommendations received by Mentor as a result of an external review will be processed as feedback as per Mentor Continuous Improvement Policy.

## 8. Further Information and Assistance

Australian Skills Quality Authority  
GPO Box 9928  
Melbourne VIC 3001  
Phone: 1300 701 801  
Website: [www.asqa.gov.au](http://www.asqa.gov.au)

Note that ASQA is not able to act as the independent third party for reviewing complaints.

Dispute Settlement Centre of Victoria (DSCV)  
DSCV is part of the Victorian Department of Justice and Regulation and provides free dispute resolution services to all Victorians.  
State Government Offices  
Lift A, Level 5, 30A Little Malop Street  
Geelong VIC 3220  
Phone: 5215 8591  
Website: [www.disputes.vic.gov.au/geelong-dscv](http://www.disputes.vic.gov.au/geelong-dscv)

Other external bodies include:

- Federation of Community Legal Services (<https://www.fclc.org.au/>)
- Australian Human Rights Commission (<https://www.humanrights.gov.au/>)
- State Ombudsman (Victoria) [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## 9. References

Department of Education, Science and Training, *National Complaints Code of Good Practice for Responding to Complaints about Vocational Education and Training Quality*.

Standards for RTOs 2015 - Standard 6.

## 10. Publication

This procedure is publicly available via our website at <https://www.mentorhr.com.au/policies-procedures-forms/>

## 11. Related Documents

Student Pre-Enrolment Information  
Complaints and Appeals Form  
Student Records Procedure  
Continuous Improvement Policy