

## **RTO POLICY**

### **Complaints and Appeals Policy**

#### **PURPOSE**

The purpose of this document is to identify the policy should any complaints and appeals be received from a Student, Staff Member or Trainer/Assessor.

#### **POLICY**

It is the policy of MPA to ensure Students, Trainers/Assessors and Staff Members are provided with a learning/Teaching environment which is fair, ethical and free from bullying and harrassment.

#### **Master Plumbers Association of SA Inc will ensure that:**

- *The Complaints and Appeals procedure and forms are publicly available*
- *Student are informed of the Complaints and Appeals procedures in our Student Handbook, at Course Induction and on the student information included in their induction pack.*
- *Complaints and Appeals are open to Students, Trainers/Assessors and Staff Members*
- *All Complaints and Appeals will be treated confidentially*
- *All Complaints and Appeals will be treated fairly and with respect*
- *Complaints and Appeals will be acknowledged in writing following receiving the Complaint/Appeals Forms.*
- *The complainant or appellant has the opportunity to have an independent person review the case or attend meetings to resolve the issue*
- *Any complaints or appeals received are resolved in a timely manner and if possible, within 7 days of receiving the Complaints and/or Appeals forms.*
- *Should the Complaint / Appeal processing take longer than 60 calendar days, the person/s involved will be notified in writing. They will also be provided ongoing updates of the progress of the case.*

## RTO POLICY (Continued)

- *All Complaints and Appeals are recorded in the RTO Register, including the outcomes, progress and resolutions*
- *Issues identified are reviewed and any improvements or processes to prevent reoccurrence are established and recorded in the RTO Register.*

### Revision Record

Date	Version	Revision
1/5/2011	1.0	Created document
26/11/2013	2.0	Minor format changes
18/2/2015	3.0	Made changes to comply with RTO Requirements and to incorporate company name change
1/4/2016	4.0	Update to incorporate new process