

RTO POLICY

Complaints Policy

PURPOSE

The purpose of this document is to identify the policy should a complaint be received from a Student, Staff Member, Trainer/Assessor or Third Party.

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 harassment.

A complaint may be received regarding the conduct of the organisation, Trainers and or Assessors, other staff or Third parties. Complaints may be related to any aspect, including but not limited to:

- Administrative issues, including enrolment, and or payment of fees
- Trainer/Assessor conduct
- Course progression
- Quality of services provided, including Training and Assessment
- Discrimination, bullying, harassment or misconduct

In order for a complaint to be made, the Complaints form (available for download on the Master Plumbers Association of SA Inc website -www.mpasa.com.au) must be completed and returned to MPA. This will then be recorded and the relevant steps will be taken to ensure the complaint is effectively and appropriately addressed.

Please refer to the Complaints Procedure for full information.

Master Plumbers Association of SA Inc will ensure that:

- *The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.*
- *The Complaint policy, procedure and form is publicly available at all times (www.mpasa.com.au)*
- *Students are informed of the Complaints procedure in our Student Handbook, at Course Induction and on the student information included in their induction pack.*
- *Complaints are open to students, Trainers/Assessors, staff members and third parties*

RTO POLICY (Continued)

- *All received complaints will be treated confidentially*
- *All complainants will be treated fairly and with respect*
- *Complaints will be acknowledged in writing following receiving the Complaint Form.*
- *The complainant has the opportunity to have an independent person review the case or attend meetings to resolve the issue*
- *Any complaints received are resolved in a timely manner and if possible, within 7 days of receiving the Complaint form.*
- *Should the Complaint 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.*
- *All Complaints will be recorded in the RTO Register, including the outcomes, progress and resolutions*
- *Issues identified will be reviewed and any improvements or processes to prevent reoccurrence will be 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
27/8/2019	5.0	Separated Complaints and Appeals policy into two separate documents, as per recommendation following audit.

Policy Approval

Approved By:	Andrew Clarke	Position:	Executive Officer
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