

Complaints and Appeals Information

MDS Training will always act with fairness in mind and attempt to resolve all complaints in the shortest time frame.

While every organisation would like to think it delivers exemplary service every time, it is anticipated that on occasion there may be issues of concern for students regarding assessment, the training environment, the assessment environment or other complaint or grievance concerns or issues.

A procedure related to complaints has been developed and is provided to all students at induction and is available on the website or from the trainer/assessor, Manager MDS Training or MDS Training staff.

The complaints procedure is seen as an opportunity for continuous improvement.

The process for complaint is to complete the form and email, fax, post or hand delivered to the Manager MDS Training. If the complaint is related to the student and trainer/assessor they will be asked to speak to the person first. If they have done this or do this and are not happy with the outcome the Manager MDS Training will commence investigations. Investigation may include discussions with other students, other stakeholders, the trainer/assessor and the student. It is best to document with as much detail the issue of concern. The Manager will respond within seven (7) working days to the complaint in writing.

In order to resolve the issue at hand a mediation discussion meeting may be convened between the two parties concerned. All attempts to resolve the issue will involve procedural fairness and with a transparent approach. This will include attempting to resolve the issue as soon as possible and in not more than thirty (30) days.

Any planned outcomes and how this will be actioned are documented onto the complaint form with consultation with the person who has initiated the complaint. It must also be considered that complaint may arise from a member of the public with regard to MDS Training. In some cases the complainant may need to utilise the Macarthur Disability Services Ltd. complaint process rather than the MDS Training process. This division is needed as MDS Training is only responsible for issues related to training, the training environment, assessment and assessment environment.

A complaint register will be maintained of all complaints for auditing and continuous improvement processes. The complaint register is stored on MDS server/MDS Training/RTO folder. The complaint register will be managed by the Manager MDS Training. All complaints/appeals will be entered into the register. The register will include all details of the complaint/appeal and outcomes, action and closure information will be recorded. The register will be reviewed at the next schedule meeting, in order to explore if there are trends and other areas of concern and to

ensure continuous improvement. The register may also be reviewed for audit and professional development purposes.

If a student is dissatisfied with the complaint outcome they may seek resolution with the Director Community, Mental Health and training or the CEO of MDS Ltd. A third party such as the Human Rights Commission or the Anti-Discrimination (NSW) board may also be suitable. However, if fees apply this may be at the students' expense. It is anticipated this will be discussed with the student before the complaint is escalated to any of these levels.

Appeals Process

MDS Training will always act with fairness in mind and attempt to resolve all appeals in the shortest time frame.

Assessment Appeals for Not yet competent decision

If a student is dissatisfied with an assessment decision, they can submit a student appeal within ten (10) days of receiving their outcome. This appeal can address initial decision of not yet competent or the second not yet competent decision.

The appeal form is available from the trainer/assessor, was handed out at induction, Manager MDS Training or Training Coordinator or other staff member of MDS Training or the website. If students require any assistance to write their appeal they can contact the Manager MDS Training or other designated person

Once the form is received the Manager MDS Training will re-examine the evidence and come to a decision. It may be that an independent assessor, with appropriate qualifications is used in the review of the assessment outcomes. This could include contacting another Registered Training Organisation, convening a panel or accessing an independent person. There are no charges for this process for the student. Once a decision is reached the student will be advised of the outcomes. This will be within seven (7) days. If a student is still dissatisfied with the result they can appeal this decision to the Director Community, Mental Health and Training.

A fee may apply if re-assessment is required and/or the final due date for assessment has passed. This will only apply to students who submit assessment/s late and then it requires re-assessment due to an appeals process.

All candidates have the right to appeal an assessment result and request re-assessment. It is expected that trainers and/or assessors support their students in making an appeal if the student wishes to.

If a student is not responsible for the fees for the course, such as a fee for service paid for by an employing organisation or a funded program, the organisation will be advised of the extension request and outcome. MDS Training will also provide

revised timetables or individual study plans to organisations that have paid enrolment fees for their staff.

Appeal against extension denial

Students can also appeal against a decision regarding extension if they are dissatisfied with the results. Again, this must be lodged within ten (10) days of receiving the decision regarding an extension and utilise the appropriate form. The same process applies as the appeal decision described above.