

**NMA**

**/ TRAINING  
ACADEMY**

**COMPLAINTS HANDLING  
POLICY**



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# Complaints handling

MA Training Academy is committed to providing a fair and transparent complaint handling process as outlined in this policy.

## What is a complaint?

A complaint is a general expression of dissatisfaction with services or staff that has not been resolved appropriately. A complaint may be received by MA Training Academy in any form, and it is not necessary for the complainant to formally document the issue for it to be investigated. Anyone can file a complaint, however students and/or employers are the most common. A complaint form is however available on our website along with our Complaint Handling Policy.

## Early resolution of complaints

Issues that arise during training and assessment that cause dissatisfaction or are a point of conflict should be resolved between the parties concerned as soon as possible. Complaints are frequently avoided by effective communication and mutual respect among those concerned.

## Relationship to continuous improvement

Frequently, the management of complaints will reveal weaknesses in the training and assessment or administrative system, which can be fed into the continuous improvement system as chances for improvement. This is a very positive outcome of complaint handling, and it should be actively adopted by all parties concerned. As a result, any complaints received from stakeholders should be viewed positively and as opportunities for improvement.

## Complaint handling principles

MA Training Academy will apply the following principles to its complaints handling:

- A written record of all complaints is to be kept by MA Training Academy including all details of lodgement, response, and resolution.
- The Complaints and Appeals Register is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided with an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- The complaints handling policy must be publicly available. This means that the complaints handling policy and procedure must be published on the MA Training Academy website.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided with a written response to the complaint, including details of the reasons of any outcome. A response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.

- Complaints must be resolved to an outcome within a maximum of sixty (60) days of the complaint being initially received. Where MA Training Academy Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, MA Training Academy should attempt to resolve complaints as soon as possible.
- A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of MA Training Academy and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.
- MA Training Academy shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No MA Training Academy representative is to disclose information to any person without the permission of the MA Training Academy Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has permitted this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

## Review by an external agency

If the complainant is dissatisfied with MA Training Academy's handling of the situation, he or she has the option of having his or her complaint reviewed by an independent body after the internal complaint handling process has been completed. In certain cases, the Chief Executive Officer of MA Training Academy will nominate an appropriate party outside of MA Training Academy to assess the complaint (and its subsequent handling) and advise MA Training Academy on the recommended outcomes. This advice is to be accepted as final and advised to the complainant in writing.

A complainant who is still dissatisfied with MA Training Academy's process after an independent assessment may file a complaint with the Australian Skills Quality Authority - ASQA Online Complaint Form. Students should be aware that before pursuing this option, ASQA will need them to have exhausted all other options through the MA Training Academy internal complaints handling procedure.

MA Training Academy believes it is extremely unlikely that complaints and appeals will not be resolved quickly through internal MA Training Academy procedures.

## Complaints handling procedure

Matters that cannot be resolved at the time they occur should be referred to MA Training Academy Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints Form is received by MA Training Academy and is to be immediately recorded into MA Training Academy Complaints and Appeals Register and a written acknowledgement sent to the Complainant.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person (staff member) receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Chief Executive Officer who is to review the matter and make a recommendation as to how to respond to the matter.
- The Chief Executive Officer may choose to consult with the complainant, with others within MA Training Academy or relevant agencies external to MA Training Academy in determining their recommendations.
- The Chief Executive Officer may choose to make inquiries about the matter or may ask another person to research the matter in line with this policy.
- The Chief Executive Officer is to commence their review of the complaint within seven (7) working days from the date the complaint was submitted.
- The Chief Executive Officer is to prepare their response to the complainant and provide the complainant with a response as soon as possible but no later than fourteen (14) working days from when the complaint was submitted.
- The Chief Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third party. The response will also be provided in writing.
- The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome and advise the complainant of their options if they are not completely satisfied with the outcome.
- Where the complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer is to arrange for the complaint to be considered by an appropriate independent third party. The independent third party is required to respond with their recommendations within fourteen (14) days of their review being requested.
- A complainant who remains not satisfied with the process applied by MA Training Academy following review by an independent party may refer their grievance to the Australian Skills Quality Authority - ASQA Online Complaint Form. Students are to be advised that ASQA will require the student to have exhausted all avenues through MA Training Academy internal complaints handling procedure before taking this option.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.
- Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Report and submitted for the next Management Team meeting. The Chief Executive Officer may, at his or her discretion, follow-up with the complainant after consideration by the Management Team to inform the complainant of the improvement actions identified.



- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the complaint was received to the date the complaint was resolved.

# Version Control

Version No.	Date Reviewed	Approved By	Summary of Changes	Next Reviewed
1.0	31/01/2022	Fiona McLean, General Manager	Change of Management and documents created.	31/01/2023