



COMPLAINTS AND APPEAL PROCEDURES

MHRC is committed to the continuous improvement of training and assessment strategies and practices. Student and client feedback are always welcome and helps us in the process of improvement. Feedback on assessment is provided as a matter of routine during each unit addressed, but at MHRC we believe that learning is a holistic process, and every student will be given the chance to provide feedback on their entire learning experience at MHRC.

Should a student, their employer or even a family member have questions or complaints about training provided by MHRC, we provide a complaint and appeal process.

Complaints

A complaint is an expression of dissatisfaction by a learner or client about MHRC, its staff, any party offering training or assessment on its behalf, or other learners. Matters about which complaints may be made include, but are not limited to: information provided to clients by MHRC; training and assessment resources; issue of assessment results and certificates; quality of training and assessment; assessment processes, including recognition of prior learning (RPL); information in advertisements; staff or trainer behaviour; student behaviour and facilities or premises.

Complaint resolution process at MHRC

MHRC will attempt to resolve complaints on an individual case basis, as they arise. A complaint form is attached and should be forwarded to admin@mhr.org.au on completion. Where action undertaken in response to the complaint does not resolve the matter, a panel comprising one representative from MHRC and one external party will hear the dispute.

Appeal against assessment result - MHRC

In this case, the client may make application to the Trainer/Assessor concerned, who will attempt in the first instance to resolve the disputed assessment. Where, as a result of the appeal, the client is not satisfied, a written appeal is to be forwarded within 14 days to the Training Manager of MHRC.

The Training Manager may gain assistance from another suitably qualified person in considering the appeal. The Training Manager may reject the appeal, require a reassessment, support the appeal or deal with the matter in any other appropriate way. The outcomes of the Trainer and/or Assessor considerations will be given in writing.

Where an appeal is made against an assessment completed by a MHRC representative, MHRC reserves the right to charge the applicant a non-refundable fee of \$50 for Certificate IV or below and \$75 for Diplomas for an independent review.

At any time during the appeal process, the applicant for assessment may request another Assessor be appointed. The Manager of MHRC must approve this request. Additional costs incurred may be charged to the applicant.

The process for complaints and appeal should be finalised within a 30 day period.

If the Complaint or Appeal takes longer than 60 days to resolve, MHRC's Manager will inform the complainant or appellant in writing of the reason/s why more than 60 calendar days are required, and provide regular updates to the complainant or appellant on the progress of the matter.

All documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by MHRC.

Appeal against assessment result or other matters relating to the training experience at MHRC.

Should the dispute remain unresolved by this mechanism, or by the panel appointed for this purpose, then either party may request the assistance of the Training Accreditation Council WA by lodging an appeal. Advice on the external complaint process for students is available [here](#).

Appeals are requests for review of decisions made by the RTO. These decisions could involve assessments, progression to further training, enrolment or access to support services. Appeals against assessment decisions are considered against the assessment principles of validity, reliability, fairness and flexibility.

Approved date:

Review date:

Please copy this form onto a separate Word document. Save with your initials and ACF (i.e. JVB_ACF.docx) and email it as an attachment to admin@mhr.org.au with the subject line "Confidential appeal or complaint form" and it will be opened by our trainer. Your email will be acknowledged as soon as it is received by our trainer.

MHRC APPEAL OR COMPLAINT FORM

Date submitted:	Your email:		
Nature of report:	Appeal:	[Yes/No]	Complaint: [Yes/No]
Reported by:	[insert your name]		Your USI no if applicable:
In relation to:	[Unit no. and/or concern, or other details.]		
Trainer name:			

Report received by [MHRC representative name and date]:

Receipt of report acknowledged by [MHRC representative name and date]

ACTION SEQUENCE

Response:	
Action:	
Outcome:	

Completion date:	Date student advised of outcome:
------------------	----------------------------------

INTERNAL CONSEQUENCE

What action/s has MHRC taken to avoid a recurrence of this situation?

Approved date:

Review date: