



## COMPLAINTS AND APPEAL PROCEDURES

### **8.1 Complaints and Appeal Procedures**

#### **What is a complaint?**

A complaint is any expression of dissatisfaction with an action, product or service of MHRC. Matters about which complaints may be made include, but are not limited to:

- Information provided to clients by MHRC
- Delivery of training by MHRC
- The behaviour of MHRC staff or trainers
- Student behaviour
- Assessment methods or processes
- Facilities or premises
- Record keeping - Qualifications / statements of attainment that have been issued / not issued
- Training and assessment resources

**8.1.1** Murray House Resource Centre (MHRC) will attempt to resolve complaints and appeals issues on an individual case basis, if they arise. Where this does not resolve the matter, a panel comprising one representative from MHRC and one external party will hear the dispute.

**8.1.2** Should the dispute remain unresolved by this mechanism, or by the panel appointed for this purpose, then either party may request a Mediator recommended by the Department of Education and Training, WA. The decision of this Mediator will be binding on all parties.

#### **What is an Appeal?**

An appeal is where a person is dissatisfied with a decision made by MHRC staff and would like the decision to be reviewed.

Appeals typically relate to assessment decisions made by MHRC's trainers / assessors. Appeals against assessment decisions are considered against the assessment principles of validity, reliability, fairness and flexibility.

**8.1.3** An Appeals Process will deal with issues relating to:

- MHRC services and facilities
- The content and standard of courses
- Refund policy matters, requests for refunds etc.
- Training matters – quality and client progress

**8.1.4** The jurisdiction of the Western Australian Court system is the legal authority to deal with issues referred through the courts.

**8.1.5** Disciplinary action against Trainers/Assessors will result from breaches of current

- Harassment of any nature
- Fraudulent activity or falsification of documents
- Illegal activity, including use of alcohol or drugs.

### **8.2 Appeal Procedure** (See Flowchart Attachment)



In the case of an appeal against an assessment result, 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 Assessee is not satisfied, a written appeal is to be forwarded within 14 days to the Training Manager of MHRC, for consideration.

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/Assessor and (Position) considerations will be given in writing.

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

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

Clients should not be deterred and are not to be counselled from exercising their right to appeal against an assessment where they feel they have been wrongly assessed. In the majority of cases, minimal costs would be incurred (\$50). The costs will be advised during the initial appeals interview, for which there will be no charge.

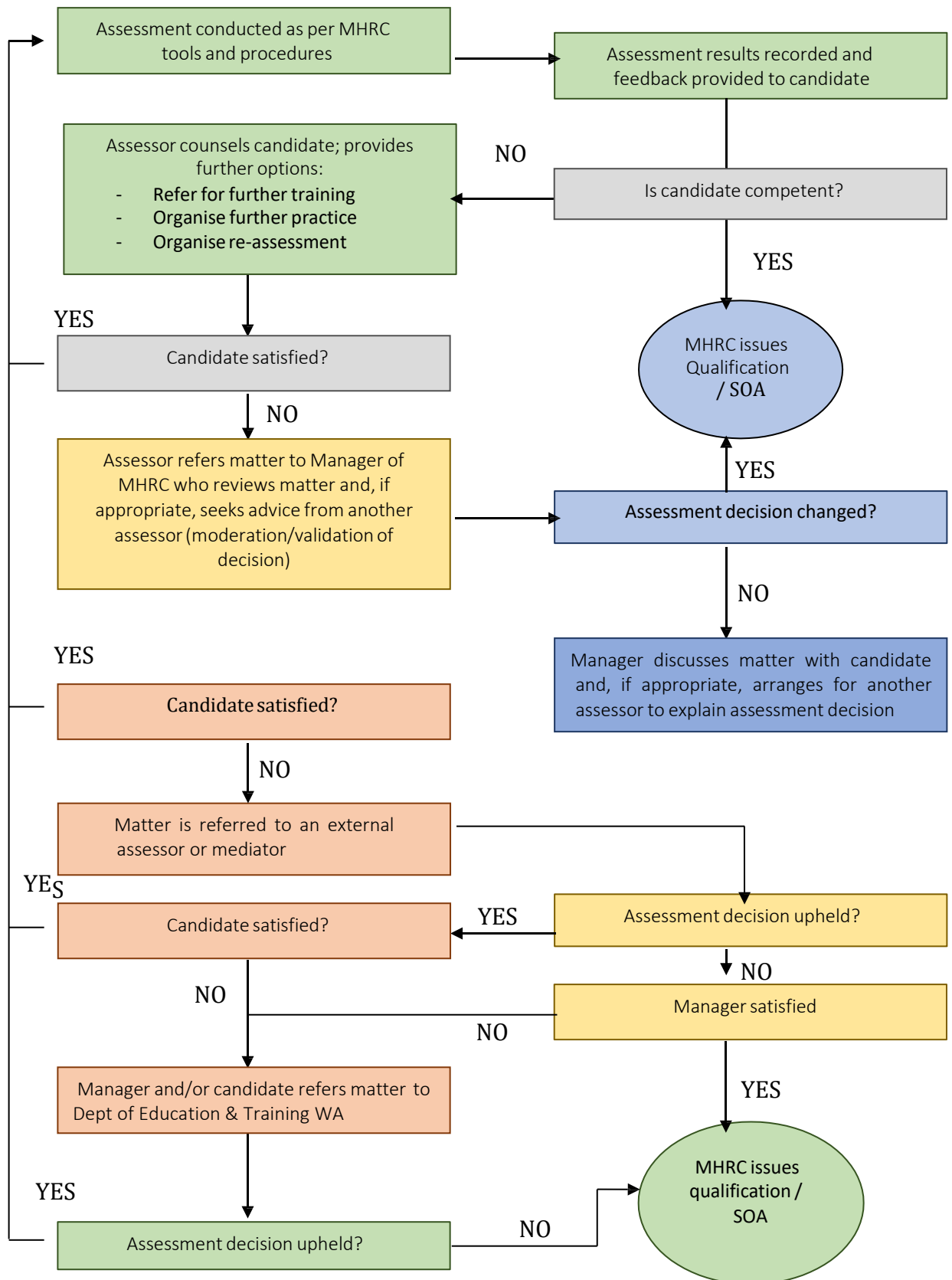
The decision related to fees for appeals or change of Assessor, will be made by the Manager when applying the principles of fairness and equity and the relative legitimacy of the claim.

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

Record of Complaints, Grievances & Appeals form is attached.



## MHRC Appeals Flowchart





## Record of Complaints, Grievances and Appeals

<b>Date of Incident:</b>			
<b>Incident raised by:</b>		<b>In relation to:</b>	
<b>Nature of Incident:</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Initial point of contact:</b>	(Name)	(Position)	
<b>Response:</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Action:</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Outcome:</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Report of Further Action:</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Organisational lesson in incident</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Result:</b>	<hr/> <hr/> <hr/> <hr/>		
<b>Completion Date:</b>			