

COMPLAINTS AND APPEALS POLICY

July 2025

PURPOSE

MiTraining is committed to providing a fair, transparent and accessible process for managing complaints and appeals.

This policy ensures that concerns raised by learners, clients or stakeholders are addressed promptly and that assessment decisions can be reviewed where appropriate.

SCOPE

This policy applies to:

- prospective learners
- enrolled learners
- clients
- MiTraining staff and contractors
- third parties delivering services on behalf of MiTraining.

POLICY PRINCIPLES

MiTraining ensures that complaints and appeals processes:

- are fair, transparent and accessible
- follow the principles of natural justice and procedural fairness
- are managed promptly and confidentially
- allow complainants and appellants to be supported by a third party
- do not disadvantage the learner during their training
- are free of charge
- support continuous improvement of services.

COMPLAINTS

A complaint is an expression of dissatisfaction regarding MiTraining's services, staff, training delivery, administration or other operational matters.

Complaints may relate to, but are not limited to:

- course advice or enrolment processes
- training delivery or assessment practices
- staff conduct
- learner behaviour
- marketing or information provided
- fees and charges
- certification issuance.

MiTraining encourages individuals to raise concerns as soon as possible so they can be addressed promptly.

APPEALS

An appeal is a request for a review of a decision made by MiTraining.

- Appeals commonly relate to:
- assessment outcomes
- recognition of prior learning decisions
- administrative decisions affecting a learner.

Learners may appeal an assessment decision where they believe:

- the assessment process was unfair
- the assessment process was not conducted according to the assessment requirements
- the assessor's decision was incorrect.

INFORMAL RESOLUTION

Where appropriate, MiTraining encourages issues to be resolved informally through discussion between the parties involved.

If the matter cannot be resolved informally, a formal complaint or appeal may be submitted.

FORMAL COMPLAINTS AND APPEALS

Complaints or appeals must be submitted in writing using MiTraining's approved process.

MiTraining will:

- acknowledge receipt of the complaint or appeal in writing
- investigate the matter objectively
- ensure the person reviewing the matter is independent from the original decision where possible
- provide the complainant or appellant with a written outcome.

MiTraining aims to resolve complaints and appeals within 30 calendar days where possible.

Where the process is expected to take longer than 60 calendar days, the complainant or appellant will be informed in writing of the reasons for the delay and provided with regular updates.

EXTERNAL REVIEW

If the complainant or appellant is not satisfied with the outcome of MiTraining's internal process, they may request an independent external review.

MiTraining will cooperate with the external review process and will implement any recommendations arising from the review where appropriate.

RECORDS MANAGEMENT

MiTraining maintains records of all complaints and appeals, including:

- the nature of the complaint or appeal
- the investigation undertaken
- the outcome and resolution
- timeframes for resolution.

Records are maintained in accordance with MiTraining’s Records Management Policy.

CONTINUOUS IMPROVEMENT

Complaints and appeals are reviewed periodically to identify opportunities to improve training delivery, learner support and organisational processes.

RELATED DOCUMENTS

- Training and Assessment Policy
- Assessment Integrity Policy
- Access and Equity Policy
- Records Management Policy
- Student Handbook

NOTES

<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Reviewed:</i>	<i>July 2025</i>