



MONASH STUDENT ASSOCIATION
Training and Professional
Development

Complaints Procedure

Purpose

Monash Student Association is committed to providing a work and study environment that is safe, fair and free from discrimination.

We have a responsibility under State and Federal legislation to ensure staff and students are not subjected to behaviour that may constitute unlawful discrimination, harassment, or victimisation.

An essential part of developing that environment is ensuring that staff and students are encouraged to come forward with their complaints in the knowledge that the responsible staff member will take prompt and effective action to address complaints.

Complaints and appeals that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced learning and academic achievement. Unresolved or poorly handled complaints can also lead to legal action against Monash Student Association.

Scope

This Procedure applies to all complaints and appeals, with the exception of academic appeals (which are addressed through the Assessment Policy). This procedure applies to the complaints and appeals of staff members, trainers and enrolled students. The complaint may be against another student, trainer/assessor and/or staff member/s. In certain circumstances, this Procedure may be used to deal with a complaint against a person who is not an employee or student, but who is involved in a training related activity.

Definitions

Complaint - The AS ISO 10002:2006 definition of a complaint is: "An expression of dissatisfaction made to an organisation, related to its products/services, or the complaints handling process itself where a response or resolution is explicitly or implicitly expected".

Complainant - the individual person or persons lodging the complaint.

Respondent - the individual person or persons against whom the complaint is made

Appeal – the application to a higher authority to have an outcome or decision overturned

Academic Appeal – an appeal requesting an assessment outcome be reviewed or overturned. **NOTE:** all such academic appeals are to be dealt with through the Assessment Policy.

Actions

If a person deems they have grounds for complaint/appeal, or a conflict arises from actions, decisions or omissions by Monash Student Association's management or staff, then this needs to be brought to the attention of the Student Services Officer.

Complaints/appeals that arise from actions, decisions or omissions under the control of Monash Student Association will be discussed with the complainant and either immediate remedial action, or, where required, mediation between the parties involved will be arranged. Where a criminal offence has been committed, or is suspected, the appropriate law enforcement agency will be informed.

The following procedure applies to all complaints and appeals:

- Notification of a process for complaints and appeals will be issued to all staff members and students with initial information / induction.
- All staff will, in the course of their duties, notify and refer any complainant to this procedure.
- Complaints are to be submitted in writing to the Student Services Officer using the Complaints Form available at www.monashtraining.com
- The Student Services Officer will notify the complainant in writing of the receipt of their letter within 14 days. The letter may also request further information from the complainant.
- The Student Services Officer will then advise the complainant of the decision and reasons for the decision in writing within 28 days.
- Where a complainant is not satisfied by a decision, or handling of the complaint, they have the right to appeal in writing to the RTO Director, Rebecca Redfern, via email at rebecca.redfern@monash.edu.
- Should the matter not be sufficient resolved by the RTO Director, the complaint may be escalated to the MSA Executive Officer, Lowan Sist via email at lowan.sist@monash.edu.
- Students who are unhappy with the outcomes of the process should be referred to ASQA's website www.asqa.gov.au or the National Training Complaints Hotline ph. 13 38 73 or email NTCH@dese.gov.au using the template available at www.employment.gov.au/email-complaints
- All correspondence of issues will be kept as a Note on Jobready under the category "Complaint". All such Notes comprise the Complaints Register.
- Where an issue arises due to a non-conformance, or any complaint is found to be substantiated, this will be recorded and corrective action taken and documented in Jobready as a Note.
- The complaints register is to be monitored by the Academic Advisory Board to identify opportunities for continuous improvement

Review date

30 September 2021