

Complaints and Appeals Policy

Refer to Compliments and Complaints in MLSCC Policy and Procedure Manual and also the Student Handbook. MLSCC can provide you with a copy of the policy and procedure.

A complaint can be made about any training or service provided by MLSCC

An appeal is against a decision such as an assessment outcome

Complaints and appeals are handled through the same procedure

Students are encouraged to informally discuss a complaint or appeal directly with their Trainer or MLSCC RTO CEO before a formal process is undertaken.

Where a student feels that a representative of MLSCC has not satisfactorily dealt with the matter, they may seek third party involvement through appropriate bodies external to MLSCC e.g. trade unions or statutory bodies.

1. Students can also contact the VRQA, www.vrqa.vic.gov.au/complaints and the National Training Complaints Hotline 13 38 73 for more information.

No complaint or appeal will be pre-judged.

Easy read complaints and appeals

MLSCC has a Complaints and Compliments Policy and Procedure. It says that you have the right to let someone know if you have a problem and you have the right for a staff person to help you with the problem.

Some reasons why you might have a problem

- if someone hurts you
- if someone is mean to you
- if someone touches you and you don't like it
- if someone makes you do something you don't want to do
- other things that make you feel upset
- if you are not happy with your Trainer & Assessor
- if you do not like a decision made about your work

Who can you talk to?

- you choose the person to help you
- it might be a staff person
- the C.E.O.
- an advocate
- someone from your family
- a friend
- someone who doesn't come from MLSCC

What will happen?

- you need to tell the person what the problem is
- sometimes the person will help you talk to other people or the person who upset you
- if the police rules are broken then the police will help you too

Moe Life Skills Community Centre

- the person you asked for help will write down what the problem is and
- some ways that people can help
- It is the person's job to keep everything about the problem private; they may need to speak to the C.E.O. or Trainer & Assessor.
- if the problem won't go away and the person can't help anymore, you
- can choose someone else to help you

Some people that may help are at these places

- VALID 1800 655 570 or 03 9416 4003
- Disability Services Commissioner 1800 677 342
- Department Education & Training Website
www.education.vic.gov.au/about/contact/Pages/compliancecomplain