

Complaints and Appeals Procedures 2021

Complaints: Procedure Easy English version from Student Handbook. A full version can be supplied

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 makes you feel uncomfortable
- 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 CEO
- 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
- a support person or advocate can help you talk to the person who upset you or write down the problem and helps you get information
- if it is against the law then the police will help you too
- It is the person's job to keep everything about the problem private; they may need to speak to the CEO 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

- National Training Complaints Hotline 13 38 73
- 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
<http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>

Appeals Procedure

- If you do not agree with the Trainer & Assessors decision, then you can:
- Ask the Trainer & Assessor questions about how the decision was made.
- You can write a letter or make a time to talk to the CEO to let them know you do not like the decision. You may have to bring your work and show the CEO what you did outside of MLSCC.
- The CEO will talk to the Trainer & Assessor about the decisions and write down what the problem is.
- The CEO may decide to change the decision or keep it the same.
- The CEO will write to you to give you the results of your appeal.

Complaints and Appeals Policy

A complaint can be made about any training or service provided by Moe Life Skills Community Centre

- 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 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.
- No complaint or appeal will be pre-judged.
- Students can also contact the VRQA, www.vrqa.vic.gov.au/complaints and the National Training Complaints Hotline 13 38 73 for more information.