

Complaint and Appeals Procedure

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| Procedure Number | PR-12 |
| Approval Date | 2010 |
| Implementation Date | 23/6/2020 |
| Proposed Review Date | 18/1/2021 |

Purpose

NMLL aims to deliver the very best courses and services, in the most professional manner. But, sometimes things go wrong. You may have a problem with another student, the teacher or the course you are studying. If you have a concern, please let us know so that the issue can be addressed.

This procedure explains the following

- How to make a complaint
- How to escalate a complaint
- The complaint appeals process.

Scope

This procedure applies to enrolled students, Course applicants, participants of NMLL activities and visitors.

The Complaints Procedure – Staff and Volunteers applies to staff, NMLL volunteers and members of the Committee of Management.

Procedure

1. If you have a problem are unhappy about something, as an adult, the first thing to do is to try and sort it out with the person who has caused your concern.

For example if you have a concern with your teacher, follow these steps:

- Meet with the teacher. Calmly and clearly explain what you are unhappy about. You can do this by speaking to your teacher or putting your concerns in writing. Be open minded. Suggest some ways that your concerns can be addressed
- Or, complete the NMLL Complaints Form. This might help you decide what information to provide so the matter can be addressed. Place the Complaints Form in the Complaints box in the front office.
- Or write or email about your concerns. You can ask for assistance from a friend or a member of your family or anyone who can assist.

2. If you meet with the teacher they will complete a Complaints Form on your behalf and place it in the Complaints box. The Complaints box is checked each week and complaints are provided to the general manager.

3. The NMLL general manager will
 - Read and record your complaint.
 - communicate with you, usually in writing,

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- ask to meet with you, advise the next step or resolve the matter.

You will receive a written response within 10 working days of the complaint being lodged

4. Appeals. If you are unhappy with the general manager's response to your complaint, you are able to escalate the problem or concern by writing to the Chairman of the NMLL Committee of Management. You can do this by writing to the Chairman at 33 Alfred Street North Melbourne 3051 or by sending an email to enquiries@nml.org.au or by asking the NMLL general manager to make an appointment for you.

You will receive a written response within 10 working days of the appeal being lodged.

5. If you are still not satisfied then you contact the Victorian Registration and Qualifications Authority (VRQA). Make a complaint **online** at <http://www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeComplaint>

Alternatively, complaints can be made at the National Training Complaints Hotline. **Phone:** 13 38 73, Monday – Friday, 8am to 6pm nationally or **email:** skilling@education.gov.au or NTCH@education.gov.au. The hotline refers complaints to relevant regulators.

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service. <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

6. **PRIVACY.** All documentation in relation to complaints will be treated confidentially. At all times the general manager will ensure that the complainant is consulted regarding information being shared with others involved in or affected by the issue.

Related Procedure/s or other Quality Documents

Complaints Form

Privacy Policy

Relevant Links

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APPROVAL AND REVIEW

Approved by: Cliff Rundle
Position: GM
Meeting Name: NA
Meeting Date: NA
Effective Date: 23/6/2020
Review Date: 18/1/2021
Policy Owner: Cliff Rundle

Amendments

| Version | Date | Author | Change Description |
|---------|-----------|-----------|---|
| V1 | 2010 | Unknown | |
| V2 | 23/6/2020 | C. Rundle | This version simplifies the process and clarifies the appeals process. Complaints Form amended. |
| V3 | | | |
| V4 | | | |