



Student Grievance, Complaints and Appeals Policy and Procedure

Policy

- All students enrolled in accredited training will be provided with a copy of the Grievance, Complaints and Appeals Policy and Procedure document.
- All disputes, grievances, complaints or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the grievance, complaints and appeal procedure.
- Students will be provided with details of external authorities they may approach, if required.
- All grievances, complaints and appeals will be managed fairly and equitably and as efficiently as possible.

MACE Incorporated will resolve any grievances, complaints and appeals fairly and equitably within five (5) working days.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most grievances, complaints and appeals to be addressed. However in some cases alternative measures may need to be explored.

MACE Incorporated will encourage the parties to approach a grievance, complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a grievance, complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

Procedure

The grievance, complaint and appeal procedures relating to the delivery of training and/or the assessment involves the student initiating the following:

- Discussion with relevant Trainer/Assessor about the grievance, complaint or appeal
- If it is unable to be resolved, the grievance, complaint or appeal can be taken before the Chief Executive Officer.

If the grievance, complaint or appeal is unable to be resolved at this level, then the matter shall be referred to the MACE Incorporated Board of Management. If the

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grievance, complaint or appeal cannot be resolved internally, MACE Incorporated will advise the student of the appropriate body where he/she can seek further assistance.

Each grievance, complaint and appeal and its outcome will be recorded in writing and each appellant will have an opportunity to present their case before an independent person or panel.

Related Documents: Complaints and Appeals Form