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1. INTRODUCTION

1.1 Purpose

This policy is implemented to make all students aware of their legal right to appeal and/or make a complaint against any decision or fact that has affected their study experience at MEGT Institute.

2. SCOPE

This policy applies to:

- students enrolled at MEGT Institute
- all MEGT Institute stakeholders.

3. LEGISLATIVE CONTEXT

In Compliance with the Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students (2018), and Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015 MEGT Institute has implemented internal and external complaints and appeals handling processes available to students.

4. DEFINITIONS

Complaint refers to an expression of dissatisfaction with academic or non-academic services. A complaint can be raised by a student who believes there are sufficient facts and reasons to support a claim against another party or parties or against a decision made.

Appeal is a process for requesting a review of an official decision made.

Formal Complaint or Appeal refers to an official complaint. To be considered a formal complaint or appeal, it must be submitted in writing on the Complaints and Appeals Form.

Informal Complaint or Appeal refers to an unofficial complaint that has not been formalised in writing on the Complaints and Appeals Form.

MEGT Institute: MEGT (Australia) Ltd, trading as MEGT Institute

Complainant refers to the person who formally lodge a complaint or appeal

Academic Complaint and Appeal refers to a complaint or an appeal against a decision made about an assessment outcome, failure to meet a satisfactory academic progress, and/or the quality of the course delivery.

Non-Academic Complaint and Appeal refers to a complaint or appeal in relation to a service provided by MEGT Institute, directly or indirectly via a third party that is non-academic in nature.

Parties refers to a complainant and a respondent.

Respondent refers to the person, department or organization or service against whom the complaint or appeal is lodged.

International Student refers to a student of MEGT Institute who is not an Australian Citizen or Permanent Resident.

Commonwealth Ombudsman is a role created under the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011 to resolve complaints and help private

Education Providers improve policies and practices to enhance the quality of International Education in Australia.

5. POLICY STATEMENT

The intent of this policy is to ensure fairness applies to complaints and appeals management within MEGT Institute, including:

- all parties have the right to be heard and all evidence will be considered
- matters that are not relevant to the complaint or appeal will not be taken into account
- the decision maker will not be biased.

The complaints and appeals handling process will ensure that:

- students have access to a process for resolving complaints formally
- all formal complaints must be recorded on the Complaints and Appeals Register
- complainants shall not be victimised as a result of making a complaint or appealing a decision
- complaints and appeals will be dealt with in a timely manner and within the timeframes required by legislative instruments and as outlined in procedure
- all parties will be informed of the progress of a complaint or appeal
- complainants shall have the right to access external complaints and appeals processes in circumstances where internal complaints or appeals were not dealt with satisfactorily
- complaints and appeals will be dealt with in accordance with the procedures attached to this policy.

MEGT Institute classifies complaints and appeals into two categories:

1. Informal Complaints and Appeals
2. Formal Complaints and Appeals

Throughout the complaints or appeals process, MEGT Institute will maintain the student's enrolment whilst the internal complaints and appeals process is ongoing and will keep all parties involved of the steps taken throughout the process.

MEGT Institute will not notify the Department of Education and Training of any change to the student's enrolment status through the Provider Registration and International Student Management System "PRISMS" until the internal process is completed.

6. PROCEDURES

Procedures are in place within MEGT Institute to assist with the implementation of this policy and to provide guidance for all parties on their roles and responsibilities throughout the complaints and appeals process. Complaints and appeals shall be dealt with in accordance with the processes and principles outlined in these procedures, and depending on the nature of the complaint or appeal, or the format in which the complaint was communicated to MEGT Institute, and shall be considered to be informal or formal.

6.1 Informal Complaint or Appeal (Academic or non-Academic matters)

Informal complaints are those **not** logged on the Complaints and Appeals Form. Refer to definitions section. The intent of informal complaints and appeals is to provide a platform for all parties to try to resolve any matters informally and is the process all parties can take as the first mechanism to seek resolution of a complaint or appeal regardless of whether the complaint or appeal relates to academic or non-academic matters.

The parties involved in an informal resolution of a complaint or appeal will attempt to resolve the matter via discussion, negotiation and agreements in the first instance. Informal complaints are not a compulsory step.

Parties may involve:

- complainant
- Student Services Officer (SSO)
- Trainer / Teacher
- Education Manager
- Manager International Education.

Guidelines for an Informal Complaint or Appeal

Please refer to the MEGT Institute Informal Complaints and Appeals Process Map in this document.

6.2 Formal Complaint or Appeal (Academic or non-Academic matters)

The Formal Complaints and Appeals Process takes place when an informal complaint has not been resolved via verbal discussion and negotiation and progresses to a formal stage via written submission lodged on the Complaints and Appeals Form. The Formal Complaints and Appeals Process is activated and overrides the Informal Complaints and Appeals Process in any and all instances where a complaint or appeal is received by MEGT Institute on the Complaints and Appeals Form. In cases where complaints or appeals are received in writing, complainants are to formalise their complaint or appeal by completing the Complaints and Appeals Form and lodging to complaints_appeals@megt.com.au

Parties Involve:

- complainant
- Education Manager
- Student Services Officer (SSO)
- Manager International Education
- Commonwealth Ombudsman (for international students).

Guidelines of a Formal Complaint Internal Complaints or Appeals

Complainants must submit their written complaint or appeal to complaints_appeals@megt.com.au on the Complaints and Appeals Form available at www.megtinstitute.edu.au. Upon receipt of the complaint, all complaints and appeals will be dealt with in accordance with the Complaints and Appeals Process Map attached to this document.

MEGT Institute records all formal complaints and appeals received from complainants on the Complaints and Appeals Register.

External Independent Appeals

If the complaint or appeal has not been resolved via the internal process, complainants will have the right to lodge an appeal to an External Independent Organisation.

International Students who are dissatisfied with the outcome of the internal complaints and appeals process may make a written request to the MEGT Institute.

Access www.ombudsman.gov.au/How-we-can-help/overseas-students or
Phone: 1300 362 072. From 9:00am to 5:00pm, Monday - Friday.

Alternatively, students can contact the National Training Complaints Hotline by:

Access: www.education.gov.au/email-complaints

Phone: 13 38 73. From 8am to 6pm, Monday - Friday.

6.5 Record keeping and confidentiality

MEGT Education providers adhere to the National Privacy Principles which refers to the principles from the Privacy Amendment (Private Sector) Act 2000. The MEGT Education Privacy Policy governs how information collected is handled and stored.

Records of Complaint and Appeals for external review of decisions are kept and accessible only to authorised parties for a period of 5 years.

7. RELATED POLICIES AND PROCEDURES

EDN-007-I-POL Transfer Between Registered Providers Policy and Procedure

EDN-008-I-POL MEGT Fees, Charges and Refunds Policy – Non-VET Fee Help

EDN-010-I-POL Monitoring Course Progress Policy and Procedure

EDN-016-I-POL Compassionate and Compelling Circumstances Policy

EDN-006-I-POL Student Support Services Policy and Procedures

EDN-038-I-POL Privacy Policy and Procedure

8. IMPLEMENTATION

EDN-008-I-POL Complaints and Appeals Policy and Procedure is made available externally via the MEGT Institute website and internally on the MEGT Intranet.

9. RESPONSIBILITIES

The Manager International Education will review this policy annually, or in case of legislative changes requiring amendments.

10. ATTACHMENTS

MEGT Institute Informal Complaint and Appeal Process Map

MEGT Institute Formal Complaint and Appeal Process Map

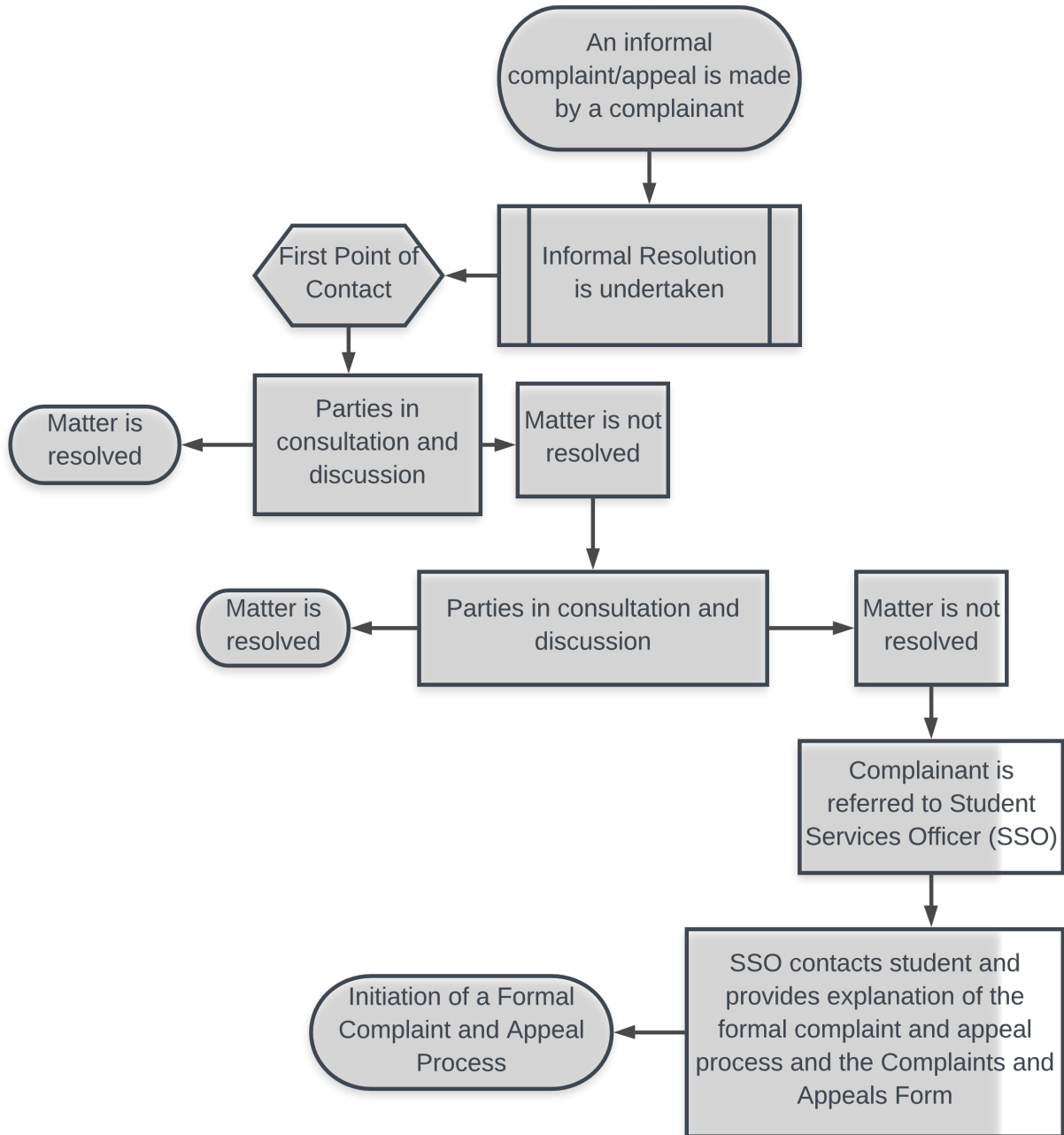
Available on MEGT Intranet:

[EDN-008-FORM A Complaints and Appeals Form](#)

[EDN-008-TEM A Complaints, Appeals, Acknowledgment and Outcome Letter](#)

11. PROCESS MAP

11.1 MEGT Institute Informal Complaint and Appeal Process Map



11.2 MEGT Institute Formal Complaint and Appeal Process Map

