

Grievance Policy

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*

Complainant refers to Students or potential Students who have lodged an Academic or Non-Academic grievance with MINT TRAINING PTY LTD.

Overview

MINT TRAINING PTY LTD is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. Complainants are entitled to access this grievance procedure. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Non-academic matters come from decisions made by MINT TRAINING PTY LTD and may include issues such as harassment, discrimination, financial matters, fines and payments, application procedures, exclusion from events and facilities etc.

Responsibility

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

The Grievance Procedures consists of four stages

- **Initial stage** – Informal Grievance, addressed as per Informal Grievance Procedure below. Should it not be resolved at this stage it is then escalated to
- **First stage** - Formal Complaint and addressed as per Formal Grievance Procedure. Should the Complainant wish to appeal the decision it is submitted for Internal Review
- **Second stage** – Internal Review addressed as per **Internal Review Procedure**
- **Third stage** – External Review addressed as per **THIRD PARTY REPRESENTATION/INDEPENDANT RESOLUTION** Procedure

Informal Complaint Procedure

In the first instance, MINT TRAINING PTY LTD welcomes the opportunity to informally address any grievance or concern an individual may have with us. The matter can be raised directly with any member of staff, including the RTO Manager however this is not a mandatory requirement for either Academic or Non-Academic complaints.

Informal Complaint can be lodged by calling Mint Training head office on 1300 130 432 or email to contact@minttraining.edu.au. We will aim to resolve the complaint within 10 working days. The outcome of the complaint will either be verbally communicated or emailed to the complainant.

FORMAL COMPLAINT

(Stage 1) Formal Complaint Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by MINT TRAINING PTY LTD are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.

For initial processing of Academic and or Non-Academic complaints, formal grievances should be submitted in writing to:

RTO Manager
MINT TRAINING PTY LTD, 99 Queensbridge Street, SOUTHBANK, VIC, 3006.

The responsible officer within MINT TRAINING PTY LTD will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within the most efficient and timely manner.

THE PROCESS FOR FORMAL COMPLAINT SHALL BE AS FOLLOWS:

MINT TRAINING PTY LTD may address grievances on a case-by-case basis, strictly adhering to the principles of our *Fairness and Equity Policy*.

1. Once MINT TRAINING PTY LTD (the Respondent) has received the grievance submission from the individual (the Complainant), we will provide an acknowledgement of receipt by phone, email or letter within five (5) working days.
2. The RTO Manager of MINT TRAINING PTY LTD will assign a suitably qualified person to investigate the grievance (the Investigator). Depending on the specifics of the grievance, the Investigator will be a member of staff or an independent expert drawn from outside the organisation.
3. The Investigator may require additional information or seek further clarification from the Complainant during the course of the investigation. This may be by email, phone or a face-to-face meeting. The Complainant is under no obligation to participate in the investigation or provide additional information other than that in their original submission and any such refusal will not be a material consideration in the investigation outcome. The Complainant may also ask a third party to accompany them to any face-to-face meetings.
4. MINT TRAINING PTY LTD aim to have the investigation concluded and a written summary of the outcome provided to the Complainant within fifteen (15) working days of receipt of the submission. The summary will state whether or not the grievance has been upheld and the steps MINT TRAINING PTY LTD may take to implement any applicable corrective action, including timeframes for implementation.

5. If the nature or complexity of the investigation indicates that the fifteen (15) working days cannot be met, MINT TRAINING PTY LTD will advise the Complainant of the expected timeframe.

6. Upon request, MINT TRAINING PTY LTD may provide the Complainant with a detailed written report comprehensively explaining the rationale behind the investigation conclusion and any applicable corrective action. This report cannot include any information deemed to be of a private nature or commercial-in-confidence.

7. Should the Complaint not be satisfied with the outcome of the investigation, they may seek an Internal Review of the outcome with an Independent Senior Officer of the organisation or exercise their right to other redress options as described below.

(Stage 2) Internal Review Procedure

If the complainant is unsatisfied with the outcome of their formal complaint or grievance then they may lodge an appeal with the Managing Director of the organisation. The Investigator will provide a report in writing within 5 working days to the Managing Director, including a copy of the complainant's written grievance and the written response from the staff member or where the complaint or grievance was directed at.

The Managing Director will review the original outcome decision and may:

1. Uphold and confirm the decision;
2. Vary the decision; or
3. Set the decision aside and substitute a new decision

The Managing Director will notify the complainant of the outcomes of the Review in writing within 14 working days of the original decision. This notice shall also advise the applicant that they have the right to apply within 14 days of a decision for a review of that decision through Third party representation should the matter still not be resolved.

(Stage 3) THIRD PARTY REPRESENTATION/INDEPENDANT RESOLUTION

Either MINT TRAINING PTY LTD or the Complainant may be represented by a third party during any discussions or mediation process relating to the grievance investigation. The independent dispute resolution policy may be put into place when all other forms of mediation fail.

COSTS INCURRED FOR EXTERNAL REVIEW

Should a complainant decide to apply for an External Review, there may be costs incurred on behalf of the complainant. These may differ depending on the mediation company.

REVIEWS

All decisions made by MINT TRAINING PTY LTD relating to academic matters and non-academic matters, including decisions relating to an unresolved grievance or complaint, may be subjected to an independent review if requested by the individual affected by the decision. MINT TRAINING PTY LTD may also instigate a review if we believe there is sufficient reason to do so. A reviewable decision does not need to relate to a previously considered grievance.

PUBLICATION

This *Grievance Policy* will be made available to Students enrolled with MINT TRAINING PTY LTD through publication on the website www.mintgroup.com.au.