The purpose of this Policy is to ensure students have a complaints and appeals process that includes access to an independent external body if necessary.

**Procedure**

**Handling complaints involves:**

1. Any parties who have a complaint in the first instance are encouraged to approach the respondent with the object of informal resolution. However, it is recognised that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint can consult, in confidence, any one of the following persons: Trainer, Student Welfare Coordinator, Director of Studies, Managing Director.

   The staff member approached by the complainant will:
   - Discuss the details of the complaint or problem with the complainant
   - Discuss the options available for resolution
   - Help obtain any necessary information
   - Assist the complainant in dealing with the problem themselves if this seems appropriate and acceptable

   or

   If the staff member believes he or she is not the most appropriate person to assist the complainant, they will refer and/or accompany the complainant to the Student Welfare Coordinator or the Managing Director if it considered that the involvement of an external agency is warranted.

2. If the matter is unable to be resolved at this level, the complaint can be formalised in writing to the Student Welfare Coordinator. The complaint can be emailed to complaints@mcie.com.au. If the complaint is made verbally, the Student Welfare Coordinator must summarise the complaint in writing and have it signed off by the person making the complaint. The Student Welfare Coordinator will respond in writing within three working days acknowledging that he/she has received the complaint.

3. Student Welfare Coordinator will investigate the matter and the complainant will be given an opportunity to attend an interview and to formally present his or her case which may include the respondent. A nominee of the student may be included at any stage of formal resolution processes if the student so chooses with the nominee being appointed by the student.

4. At the end of the hearing the outcome will be communicated in writing, including reasons for the decision, to all concerned parties. Under normal circumstances the complainant can expect an outcome within three working days, however if an outcome takes longer the complainant will be kept informed on the progress.

5. In the event that the complainant is not satisfied with the outcome, he/she can appeal in writing to the Managing Director, using the complaints@mcie.edu.au email address.

6. If the complainant finds no satisfactory outcome with the internal MCIE Complaint and Appeals process then they can request mediation through the Overseas Students Ombudsman (OSO).

   The contact details for OSO are as follows:
   - **Overseas Students Ombudsman**
     - GPO Box 442 Canberra ACT 2601
     - P: +61 2 6276 0111
     - F: +61 2 6276 0123
     - W: www.oso.gov.au
     - E: ombudsman@ombudsman.gov.au

7. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, MCIE will immediately implement any decision, and/or corrective and preventative action required.
## OTHER APPEALS

### Appeals Procedure

Refer to the following matrix for appeals that are not in relation to a complaint outcome:

### APPEALS MATRIX

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessment</strong></td>
<td>• Approach the Trainer/Assessor and try to resolve the issue in an informal manner&lt;br&gt;• Appeal in writing to the Director of Studies&lt;br&gt;• If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</td>
</tr>
<tr>
<td><strong>Intention to Report for unsatisfactory Course Progress or Attendance</strong></td>
<td>• Approach the Director of Studies and try to resolve the issue in an informal manner&lt;br&gt;• Appeal in writing to the Managing Director within 20 days&lt;br&gt;• If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</td>
</tr>
<tr>
<td><strong>MCIE initiated Suspension or Cancellation of Enrolment</strong></td>
<td>• Approach the Administration Manager and try to resolve the issue in an informal manner&lt;br&gt;• Appeal in writing to the Managing Director within 20 days&lt;br&gt;• If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</td>
</tr>
<tr>
<td><strong>Non Approval of Student initiated suspension of Enrolment</strong></td>
<td>• Approach the Administration Manager and try to resolve the issue in an informal manner&lt;br&gt;• Appeal in writing to the Managing Director&lt;br&gt;• If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</td>
</tr>
<tr>
<td><strong>Non Approval of Transfer Request to another registered provider or student initiated Cancellation of enrolment</strong></td>
<td>• Approach the Administration Manager and try to resolve the issue in an informal manner&lt;br&gt;• Appeal in writing to the Managing Director&lt;br&gt;• If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel</td>
</tr>
</tbody>
</table>

The investigation may involve contacting the parties who were involved in making the decision and allowing them to respond in writing in relation to the appeal, alternatively a meeting may be arranged with all parties involved. The student will have the right to appoint an independent nominee to attend all discussions.

At the end of the investigation the outcome will be communicated in writing, including reasons for the decision, to all concerned parties (within three working days). If the student disagrees with the outcome of the appeal, they can request mediation through the Overseas Students Ombudsman (OSO). The contact details for OSO are as follows:

**Overseas Students Ombudsman**  
GPO Box 442 Canberra ACT 2601  
P: +61 2 6276 0111  
F: +61 2 6276 0123  
W: www.oso.gov.au  
E: ombudsman@ombudsman.gov.au

- If the internal or any external appeals process results in a decision that supports the student, MCIE will immediately implement any decision, and/or corrective and preventative action required.

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### Additional notes:

- All matters will be treated with utmost confidentiality, and professional respect at all times.
- The original written complaint/appeal together with a copy of the acknowledgement and any responses or correspondence related to the complaint/appeal is retained in the student’s hard file record and the Complaints and Appeals file.
- The students enrolment is maintained and except in exceptional circumstances approved by DEEWR or DIAC the student is expected, and advised to continue attending classes, while the appeal is in progress.
- If a student appeal relating to MCIE reporting them to DIAC for breach of Visa conditions is dismissed by the MCIE, irrespective of any further actions or appeals entered into by the student, the Institute will report the student to DIAC.
- This process will be at no cost to the student.