



mteSA Complaints and Appeals Policy

Policy number:	13
Authorised by:	Management Board of mteSA
Adoption Date:	9 February 1999
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Policy Statement

Murraylands Training & Employment (mteSA) is committed to dealing fairly and reasonably with all third parties and stakeholders at all times. This policy sets out the steps for managing complaints and appeals received from mteSA's third parties and stakeholders.

It explains mteSA's obligations to manage complaints and appeals transparently, so that third parties and stakeholders understand their rights and obligations, as well as mteSA's responsibilities, in relation to complaints and appeals.

Policy Guidelines

1. This policy applies to all parties external to mteSA.
2. mteSA is committed to:
 - i. Providing an environment in which complaints and appeals are responded to promptly, with minimum distress and maximum protection for all parties
 - ii. Managing complaints ethically and responsibly through a transparent, accessible and fair complaints and appeals process
 - iii. Using the complaints and appeals it receives as an opportunity to review and improve mteSA's policies and practices and support continuous improvement
 - iv. Respecting privacy and confidentiality by taking an ethical and professional approach to managing complaints and appeals.
3. mteSA is responsible for ensuring it abides by the following:
 - i. Being familiar with this Complaints and Appeals Policy
 - ii. Acting within its legal obligations when disclosing any information
 - iii. Ensuring, as far as practical, that there is no victimisation of complainants, witnesses or any other parties involved in the complaints and appeals process
 - iv. Treating all complaints seriously and investigating them as required
 - v. Following the principles of natural justice
 - vi. Ensuring feedback mechanisms are available to all parties
 - vii. Handling complaints respectfully and objectively, gathering the facts and maintaining the confidentiality of all parties.
4. Complaints and appeals may be informal or formal. Before any formal process begins, the parties involved are expected to attempt to resolve their concerns directly wherever possible. Where the

parties are unable to resolve the complaint directly, a formal complaint or appeal may be lodged with mteSA using the Complaints and Appeals Form. The form can be found [here](#), requested by email at admin@mtesa.com.au or requested by phone on (08) 8531 1733. A copy of the form is provided to the complainant and records the following information:

- i. The complainant's full name, address and phone or email contact details
- ii. Details of the concern raised by the complainant
- iii. The reasons for escalating the matter to a formal process
- iv. Where the complaint relates to another party, that party's full name and position.

A complainant who chooses to lodge an anonymous complaint cannot take part in the resolution process or be informed of its outcome.

5. mteSA will acknowledge receipt of all complaints and appeals in writing within 5 business days and record them on the mteSA Complaints and Appeals Register. While mteSA aims to finalise each complaint promptly, where a complaint requires further time mteSA will notify all parties of the delay in writing and set out the reasons for it.
6. mteSA will investigate all complaints thoroughly and may contact the complainant for further information. mteSA will seek information from all parties named in the complaint in a timely manner.
7. Where mteSA is unable to investigate a complaint for any reason, it will advise the complainant and refer them to the most appropriate body, such as the Small Business Commissioner or, where relevant, the SA Training Advocate.
8. Once the complaints or appeals process has been resolved, mteSA will inform the complainant of the outcome in writing within 30 days. The complainant then has 28 days to respond in writing if they wish to seek a review of the decision.
9. mteSA will maintain a Complaints and Appeals Register.

Roles and Responsibilities

Management are responsible for:

- Following the guidelines of this policy for each complaint lodged
- Ensuring this policy remains current and reflects best practice
- Informing employees of any updates to this policy.

Employees are responsible for:

- Informing management as soon as possible when a complaint has been lodged, or where there are concerns that a complaint may be lodged.

mteSA Board are responsible for:

- Reviewing the policy within the required timeframe
- Approving amendments to this policy, ensuring best practice is considered.

Further Information

Please contact your Manager if you require further information about this policy.