

Complaints, Grievances and Concerns Policy

Policy Statement

Customer service is a cornerstone of MFT's commitment to its workers, clients, and students. This policy and procedure covers all MFT services provided across MFT locations and modes of study.

Disputes can often arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Students may wish to lodge a complaint in areas such as:

- The conduct of the RTO, its trainers, assessors or other employees, associates and students ;
- An RTO Subcontractor;
- Another learner of the RTO;
- Facilities;
- Training and assessment processes.

When implementing this policy and procedure, MFT endeavours to follow the principles of fairness and justice. MFT will aim to prevent victimisation of any individual wishing to lodge a complaint against its services and will not discriminate against any individual wanting to pursue the lodgement of a complaint.

All MFT employees, associates and students are made aware of the complaints and grievance processes through the employees, associates and student's induction resources and training.

Clients (Including parents on behalf of a student under 18 years of age) and students will be informed of their right to make a complaint or appeal in the student handbook and respective orientation processes. The student handbook is provided in hard copy to the student upon application and is also available on the MFT website: <https://www.myflexhealth.com.au/training/>

All complainants have the right to be accompanied and assisted by a third party in all relevant meetings and consultations. MFT must be advised in writing of any third party and their role and authority to act on a student's behalf (Except a parent of a student under 18 years)

All documentation and records relating to a concern, complaint, grievance or appeal are held confidentially. All formal complaints will be attended to within 10 working days of being received. Formal complaints and grievances should be provided in writing to the RTO Manager.

No costs are associated with lodging a complaint that is resolved internally by MFT employees, associates and students. Where a complaint is forwarded on to an external body for review, the costs will be shared by the student and MFT. Students are encouraged to contact the My Flex Training office for more information in this regard.

Mediation Services

Upon referral of a student dispute and appointment of a mediator, the mediator will charge an initial fee. Subsequent fees may apply. The costs are shared between the parties unless other arrangements are made.

Fees and charges are subject to change without notice and are the business of external provision. All mediation services are subject to their own external tariff. MFT has no input or influence on fee calculation.

Policy Purpose

The purpose of this policy is to provide all MFT workers, clients, customers, and students with clear information about MFTs intentions when addressing concerns, grievances, complaints.

Application of Policy

The policy applies to learners or third parties of My Flex Training in all VET qualifications and units of competency offered by MFT.

Scope

This policy applies to all students of My Flex Training who wish to make a complaint about a matter which occurred during the student's time of enrolment and which falls within the responsibility or control of My Flex Training.

Exclusions

This policy does not apply to:

- Complaints made by employees, associates and students of MFT
- Appeals in relation to employment matters
(Please refer to the relevant human resources policy)
- Appeals in relation to assessment outcomes

Policy Review

At least annually or from time to time the organisation may make changes to this policy to improve the effectiveness of its operation and customer service.