

Complaints and Appeals Policy

1. Purpose

Minecraft College of Australia Pty Ltd (herein referred to as “MCA”) Institute has implemented a documented complaint handling and appeals process and policy to provide students with comprehensive, free, and easily accessible information about that process and policy.

The purpose of this policy is to ensure that learners at Minecraft College of Australia Pty Ltd have a fair, inexpensive complaints and appeals process that includes access to an independent external body, if necessary, MCA will make sure Complaints and Appeals processes are independent, easily accessible, and inexpensive for the parties involved.

This Complaints and Appeals Policy, and Procedure is designed to ensure that MCA responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements of:

- Standards for RTO 2015
 - Clause 6.1, 6.2, 6.3, 6.4, 6.5, 6.6

This policy has been documented for the student to lodge a formal complaint or appeal if a matter cannot be resolved informally.

2. Scope

This policy applies to all enrolled and prospective students of MCA, trainers, assessors or other staff of MCA and any related party who wish to make or lodge complaints about matters which fall within the responsibility of the MCA.

3. Responsibility

The Chief/Principal Executive Officer (CEO) and Administration Officer will be responsible for the implementation of this policy and ensuring that staff and students are made aware of its application.

To ensure that Minecraft College of Australia Pty Ltd (MCA) provides fair, inexpensive complaints and appeals process, MCA will:

- Manage and respond to any complaint or appeal that the student makes regarding his or her dealings with MCA, MCA trainers/assessors or other staff or any related party that MCA has an arrangement with to deliver the student's course or related services. MCA does not have any arrangement with 3rd party to deliver the student's course.
- Decide in place for a person or body independent of internal and external to MCA to hear complaints or appeals arising from MCA's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.
- Initiate appeal process if required to manage requests for a review of decisions, including assessment decisions.
- Commence the assessment of the complaint or appeal within 10 working days of it being made and finalize the outcome as soon as practicable.
- Take all the complaints and appeals seriously and resolve complaints and appeals quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective, and accessible.
- Identify potential causes of complaints, appeals, and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.
- Record, acknowledge and deal with the complaints and appeals in a fair, effective, and efficient manner.

4. Definitions

Complainant refers to a person who has lodged a complaint with MCA.

Complaint means a person's expression of dissatisfaction with any service provided by the RTO i.e., Minecraft College of Australia Pty Ltd.'s student, staff or any related party that MCA has an arrangement with to deliver the student's course or related services.

Appeal refers to the process where a student requests for the case to be reviewed if dissatisfied with a decision made by MCA.

5. Procedures

Information about the complaints and appeals process.

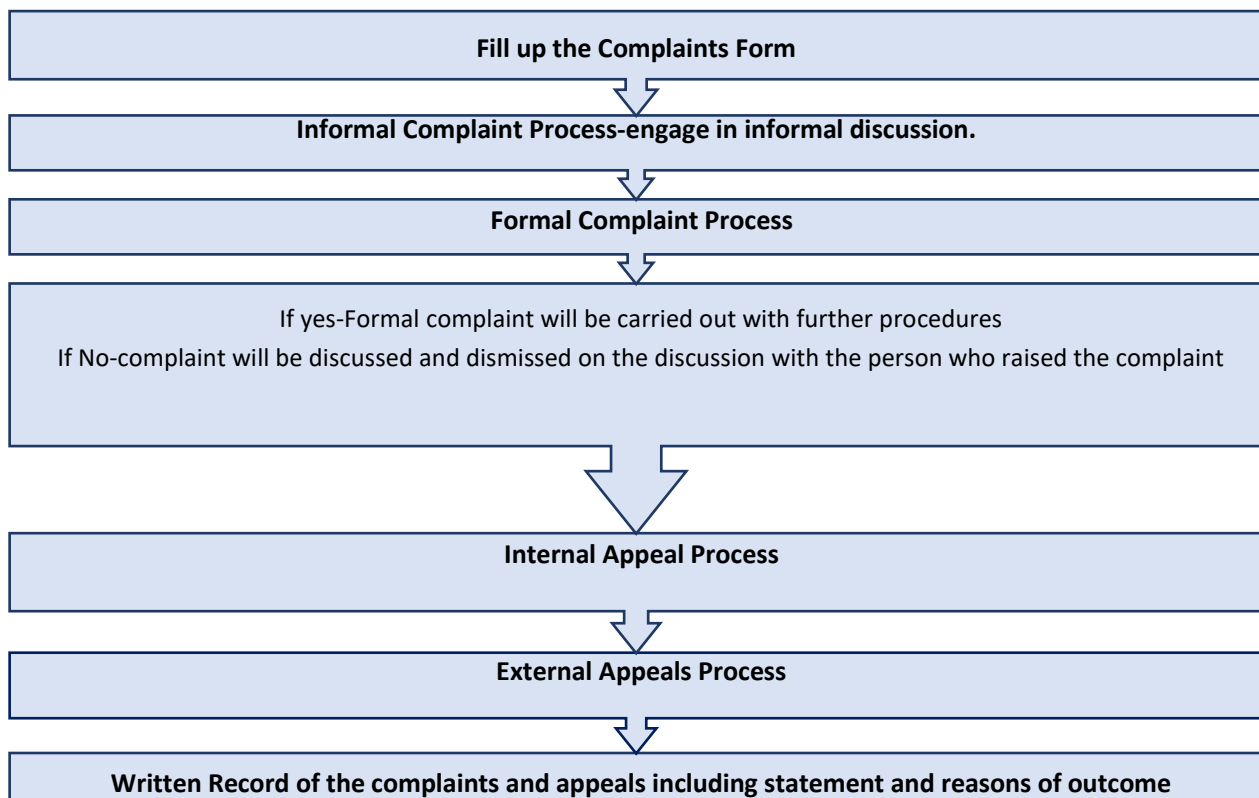
Applicants for enrolment are provided with necessary information about the complaints and appeals process in the pre-enrolment information like MCA's Student Handbook and written agreement. Information on complaints and appeals policy and procedures is provided in this policy. Please read this policy in detail to stay informed of the complaints and appeals procedure at MCA.

Students will be provided with information about the complaints and appeals process during orientation. The CEO will be responsible for ensuring that all the management staff, student services staff, marketing staff, trainers and assessors and students at MCA are aware of this policy and procedures for complaints and appeals. The provision of information about the MCA's complaints and appeals process is an important aspect of the induction process for new members of the staff.

Complaint Procedure

The Institute will maintain a Complaints/Grievance Register, and a Complaints and Appeals Form (Appendix 2), which will allow the identification and details of the following:

- Submission date of the complaint or appeal
- Nature of the complaint or appeal
- Date/s when the cause of the complaint occurred.
- Attachments (if applicable)
- Determined Resolution
- Date of Resolution.
- Independent Dispute Resolution (Commonwealth Ombudsman)



5.1. Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff members/s involved. Any student with a complaint may first raise the issue informally with the Admin/Student Support Officer (who is also the complaints and Appeals Officer) or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the requirements of the Standards for RTOs 2015, informal complaints will be documented and recorded in the complaints register by the administration officer.

All informal complaints lodged by students must be acknowledged in writing by sending an e-mail to the student. An acknowledgement e-mail must summarize the complaint and any other facts and expectations taken place during informal discussions with the student. It is a requirement of the Standards for RTOs 2015 that the institute maintains written records of informal complaints as well as formal complaints.

Minecraft College of Australia Pty Ltd.'s (MCA) staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly. Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by MCA
- any aspect of the training and assessment
- behavior or decisions of the staff, or
- policies and/or procedures of MCA
- any action by any relevant third party

5.2. Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to Admin/Student Support Officer/Complaints and Appeals Officer. Students can also send an email alternatively to minecraft.compliance@gmail.com/info@minecraft.edu.au.

Lodging a complaint

To register a formal complaint, the student must complete the "Complaints section" of the student's "Complaints and Appeals Form" and submit it to the Admin/Student Support Officer (Complaints and Appeals Officer) providing:

- A clear and detailed statement of the complaint, including the parties involved.
- A suggested solution that the student believes would settle the complaint (e.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).

Complaints will be lodged in the complaint register.

The resolution phase: Admin/Student Support Officer (Complaints and Appeals Officer) will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within 10 working days of the complaint being lodged in writing i.e., assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

Acknowledging the Lodging of a complaint

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through an email in writing by the Admin/Student Support Officer (Complaints and Appeals Officer).

The complaint will be forwarded for action to the relevant department (if required) as soon as practicable and will not take more than 10 days. Parties to complain will not be part of the investigation team.

Recording the complaint

Details of the complaints will be recorded in the MCA's complaints and appeals register and a copy will be filed in the student file. The original complaint will be forwarded to the Administration Officer if required (for the internal appeals process).

Admin/Student Support Officer (Complaints and Appeals Officer) will be responsible for ensuring that all these actions are completed within five working days of the lodgment of the complaint.

Acting on Complaint

All parties concerned will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.

Admin/Student Support Officer (Complaints and Appeals Officer) will set an agenda for the meeting and discuss what steps should be taken.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaints will be invited for a meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and all the relevant documents. Complaints will be investigated thoroughly in the spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centered approach based on the facts and documents.

Time frame

The person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable, understanding the student's requirements and other matters but a maximum within 60 days of receipt of a complaint.

Where MCA considers more than 60 calendar days are required to process and finalise the complaint or appeal, the institute will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

If a complaint falls outside the definition of complaints, Admin/Student Support Officer (Complaints and Appeals Officer) will advise the student accordingly. Complaints and Appeals Officer may dismiss a complaint if, in his/her view, the complaint is ill advised, misguided, frivolous, malicious, or vexatious.

Note: It is to be noted that MCA will respond to any complaint or appeal the student makes regarding his or her dealings with MCA, or any related party that MCA has an arrangement with, to deliver the student's course or related services.

At the conclusion of the resolution phase, Admin/Student Support Officer (Complaints and Appeals Officer) will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students have the right to appeal within 20 days of the complaints if dissatisfied with the outcome.

Record the decision: Institute's decision and reasons for the decision will be recorded by the Admin/Student Support Officer (Complaints and Appeals Officer) and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website www.minecraft.edu.au or student administration.

5.3. Internal Appeals Process

Internal appeals may arise from several sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from the complaints. The essential nature of an appeal is that it is a request by a student who is dissatisfied with the outcome to reconsider a decision made by MCA.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up the "Appeals section" in the "Complaints and appeals" form available from the Student Administration and/or MCA website www.minecraft.edu.au **acknowledging the Lodging of a complaint**

Appeals will be acknowledged by sending written confirmation to the complainant which will be done by the Complaints and Appeals Officer.

- **Consideration of Appeal by Appeals / Administration Officer**

Where an appeal relates to the following matters, the Student Appeals Form will be lodged within 20 working days:

- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of conduct for details available in Student's handbook available on MCA's website www.minecraft.edu.au).

- **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint.

The Investigator or the Student Appeals Committee will:

- a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given the opportunity to be accompanied and assisted by a support person.
- b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and decide.

Student Appeal Committee

- *Chief Executive Officer*
- *Administration Officer*
- *Investigator or nominee appointed by the CEO.*

*MCA will ensure that the assessment of the complaint or appeal is conducted in a professional, fair, and transparent manner. The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student about his or her right to an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

If more than 60 days: Where it is apparent that appeals will take more than 60 calendar days, the appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter.

Recording the appeal: MCA will keep a written record of the complaint or appeal, including a statement of the outcome and the reasons for the outcome with the signature and date of the student and the Complaints and Appeals Officer.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If the matter remains unresolved or the student is unsuccessful or dissatisfied with the outcome:

There might be cases where matters are still unresolved after the implementation of the above procedures and the internal appeals process is exhausted, or if the student is not successful in the MCA's internal complaints and appeals process. In such cases, the institute will advise students within 10 working days of concluding the internal review of the student's right to access an external complaint handling and appeals process without any cost charged by MCA if they are dissatisfied with the outcome or if the matter remains unresolved.

Note: *Students' enrolment will be kept active until both internal and external appeal is concluded.*

5.4. External Appeals Process

After the student has been advised of the external complaint handling process and procedure, MCA will provide students with contact details of the appropriate complaints handling and external appeals body. MCA will refer the student to a Commonwealth Ombudsman to lodge an external appeal or complain about the decision.

Commonwealth Ombudsman offers free and independent service for students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e., MCA in this case, has followed its policies and procedures, rather than decide in place of the institute. External appeal authority will be provided with sufficient information within the timelines requested.

For example, if a student appeals against his or her subject results and goes through the internal appeals process of the institute, the external appeals process would look at the way in which the internal appeal was conducted; it will not decide what the subject result should be.

Complaints outcomes will be entered into the complaints register after external appeals have given a decision and a copy of all relevant documents will be attached to that register.

Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, MCA will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the student of that action or outcome.

A written record of the complaints or Appeal and a statement of the outcome will be kept and maintained by MCA.

Examples of an external or independent body or person may include:

- Private conciliators or dispute resolution counsellors
- A complaints and appeals body established by a peak industry body.
- Representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: Commonwealth Ombudsman is a free and independent service.

Commonwealth Ombudsman contact details are:

- **Website:** <http://www.ombudsman.gov.au/>
- **Email:** ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

Commonwealth Ombudsman investigates complaints about problems that students have with private education and training in Australia.

Commonwealth Ombudsman also:

- a. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

- b. Publishes reports on problems and broader issues in education that Commonwealth Ombudsman identifies through investigations.

For further information, please visit www.ombudsman.gov.au or contact Commonwealth Ombudsman by telephone.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension, or cancellation of their enrolment, MCA will not update the student's status or report until the appeal process is completed.

MCA will maintain all relevant responsibilities until:

- The internal and external complaints processes have been completed, and the breach has been upheld.
- The student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- The student has chosen not to access the external complaints and appeals process.
- The student withdraws from the internal or external appeals process, by notifying the institute in writing.

Note: *Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as the Dispute Settlement Centre of Victoria, Consumer Affairs Victoria, or the Victorian Equal Opportunity and Human Rights Commission.

Students Rights as Consumer

Complaints and Appeals Policy, and Procedure do not remove the right of students to act under Australia's consumer protection laws.

Important Contacts

Staff	Contact details	What assistance they can provide
Admin/Student Support Officer (Complaints and Appeals Officer)	minecraft.compliance@gmail.com/info@minecraft.edu.au	Your contact to manage your complaints.
Appeal committee - Chief Executive Officer - Administration Officer - Investigator or nominee appointed by the CEO	minecraft.compliance@gmail.com/info@minecraft.edu.au	If you are not satisfied with the outcome of the complaint, you can lodge an appeal with the appeals committee.
Commonwealth Ombudsman	In Australia 1300 362 072 Outside Australia: +61 2 6276 0111	External appeals
Australian Skills Quality Authority	https://www.asqa.gov.au/contact	Complaints about providers and their practices

Appendix 1

Minecraft College of Australia Pty Ltd (MCA) Complaints and Appeal Quality Checklist

MCA staff must follow this checklist when handling complaints and appeals and must pay close attention to timelines if it takes longer to resolve the issue it costs goodwill to the organization.

Process Stage	Action	Timeline	Completed (Please tick)
Complaints lodgment	Formal complaint is received, and the correct complaint and appeals form is provided	As soon as a complaint is raised with staff and the informal process is completed	
	Fully completed form is received from the complainant and all fields are completed	As soon as practicable	
Acknowledgement and records	Complaints are acknowledged and written acknowledgement is sent to the students.	As soon as practicable or preferably within 3 days of receipt	
	Further contact is made if the complaint information is insufficient.	As soon as practicable or preferably in 3 days of receipt	
	Complaint is lodged in the complaint register.	As soon as practicable or preferably within 3 days of receipt	
Investigation	Resolution phase - Complaint is checked if the matter falls within the definition of complaint for further investigation	As soon as practicable but should not take more than 10 days.	
	Complaint is forwarded for action to the relevant department (if required). Parties to complain cannot be part of the investigation team.	As soon as practicable but should not take more than 10 days	
	All concerned parties are contacted for investigation. Student is given an opportunity to present his/her case and respond at minimal or no cost.	As soon as practicable or within 3 days of receipt	
	Parties making complaints are invited for a meeting and an option of bringing a support person is provided.	As soon as practicable or within 3 days of receipt or	
	Complaints are investigated thoroughly in the spirit of natural justice and principal fairness. The best possible resolution is achieved keeping student centered approach and fact based.	As soon as practicable as but no later than 60 days of complaints.	
Outcome	Complaint outcome is received and communicated to all the parties with the advice on the right to appeal within 20 days of the complaint if dissatisfied with the outcome	As soon as practicable but no later than 60 days	

	Where it is apparent that a complaint will take more than 60 days, the complainant or appellant is informed in writing, including reasons why more than 60 calendar days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before the 60 days of the complaint's resolution deadline.	
	Outcome is recorded in the complaint register	As soon as practicable	
Internal appeals	If dissatisfied with the outcome, Students are advised to lodge a complaint within 20 working days of the complaint outcome.	Within 20 working days	
	Appeal is acknowledged by sending written confirmation to the complainant	As soon as practicable or within 3 days of receipt	
	Appeals are sent to the appeal committee.	As soon as practicable but should not take more than 10 days.	
	Along with the Appeal Committee, an Investigator is appointed to hear the appeal. Students are given opportunity to present their case with supporting evidence accompanied or assisted by a support person at any relevant meetings.		
	Appeals are investigated thoroughly in the spirit of natural justice and the principle of fairness	As soon as practicable and no later than 60 days of the appeal.	
	Where it is apparent that appeals will take more than 60 days, appellants are informed in writing, including reasons why more than 60 calendar days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before the 60 days of the complaint's resolution deadline.	
	Internal appeal is complete. Outcome is recorded in the complaints and appeals register with reasons and is placed in students' files. Students are provided with a written statement and detailed reason of the outcome of internal appeal	Within 60 days	
	Student's enrolment is kept active until the internal appeal and external appeal is concluded.	Until the external appeal is finalized	
	If the student is dissatisfied with the outcome, Student is informed about his/her right to access an external complaint handling and appeals process at minimal or no cost. External body can be the Commonwealth Ombudsman (it is free of cost).	Within 10 working days of completion of internal complaints handling and appeals process.	

External appeals	Student is advised of the rights to access an external complaint handling and appeals process without any cost charged by MCA.	Within 10 days of concluding the internal review	
	External appeal authority is provided with sufficient information within the due timelines requested.	As soon as practicable or timelines specified by an external agency	
	A student's enrolment is kept active until the external appeal is concluded.	Until the external appeal is finalized	
	Complaints outcome is entered into the complaints register after external appeals and a copy of all the relevant documents is attached.	Preferably within 3 days of receipt or as soon as practicable	
	MCA implements the decision/recommendation and takes preventive/corrective action required by the decision.	As soon as practicable	
	Students are advised about the decision and action	As soon as practicable	
	Written record of the complaint or appeal and statement of the outcome is kept and maintained MCA.	As soon as practicable	

Appendix 2

Complaints and Appeals Form

Personal Details:	
Full Name:	
Position of Complainant/Appellant:	
USI no:	
Phone No:	
Email:	
Address:	
If the complainant is a student, please provide the following details	
Student ID:	
Course Name:	
Date:	
Complaint/Appeal details	

Complaint Details Date the cause of complaint occurred: _____ Reason for the complaint: <div style="margin-left: 20px;"> <input type="checkbox"/> General Operations <input type="checkbox"/> Assessment <input type="checkbox"/> Other, please specify. </div> Have you complained about the issue before? <div style="margin-left: 20px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </div> If yes, please give the date, the complaint was lodged: _____	Appeals Details Date to which this appeal refers to: _____ Reason for the appeal: <div style="margin-left: 20px;"> <input type="checkbox"/> Assessment outcome <input type="checkbox"/> Discipline/misconduct <input type="checkbox"/> Any outcome of any application for request <input type="checkbox"/> Any disciplinary action taken against you. <input type="checkbox"/> Other (please specify below) </div>
Complaint/Appeal Summary (Please give a detailed explanation of the complaint/appeal and attach any supporting evidence) (Provide an explanation on how you believe this complaint can be resolved)	
Declaration	
<div style="margin-left: 20px;"> <input type="checkbox"/> All the information provided in this form is correct and accurate to the best of my knowledge. <input type="checkbox"/> I am happy to attend any meeting with relevant people required to resolve the issue. <input type="checkbox"/> I understand that if I am dissatisfied with the decision after the internal appeal procedures, I can seek assistance from the external complaints handling body i.e., the Commonwealth Ombudsman which is free of cost. </div> Signature: _____ Date: _____	

*OFFICE USE: (*marked items to be filled up by staff or complaint handling party)	
*Receiving staff member:	
*Date:	
*Method of lodgment	<input type="checkbox"/> Email <input type="checkbox"/> Mail
*Name of the members empaneled to resolve the issue	
*Actions proposed by the panel/ determined resolution	
*Implementation of Proposed action by:	<input type="checkbox"/> Continuous improvement Request. <input type="checkbox"/> Counselling by the relevant persons. <input type="checkbox"/> Change of any service or member. <input type="checkbox"/> External Counselling agency <input type="checkbox"/> Referred to: <input type="checkbox"/> Other (Please specify)
Date of Resolution	Xx/xx/xxxx
*Outcome	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
*Method to communicate the outcome with the complainant/appellant	<input type="checkbox"/> Email <input type="checkbox"/> Mail
*Response of complainant/appellant	<input type="checkbox"/> Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in the student's admin file) <input type="checkbox"/> Disagrees and unhappy (MCA will contact the student to help him/her access services of the Commonwealth Ombudsman)

Declaration by complainant/Appellant (Please read and tick before signing it):

- ☐ I acknowledge that the outcome of the complaint/appeal lodged by me has been informed to me.
- ☐ I agree with the decision made by the panel, and I am happy to accept it.

OR

- ☐ I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.

Signature: _____

Date: _____

Minecraft College of Australia Pty Ltd.'s representative

Name: _____

Signature: _____

Date: _____