



RTO Grievance and Complaints Form 6-2001

Procedure

If a person wishes to raise a grievance, make a formal or informal complaint or appeal, they will be asked to provide a detailed description to enable the investigation process to take place:

- a description of the incident(s), decision or behaviour in question
- the time and date of the incident(s)
- the names of any witnesses
- what are they seeking/suggesting as an outcome

The Grievance/Complaints Procedure complies with the requirements of Standard 1.5 of the Australian Quality Training Framework for Registered Training Organisations.

Instructions for completing the Grievance/Complaints/Appeal Form

Please complete all details in Section 1. The rest of the form is used to conduct an investigation into the grievance/complaint issue that is raised and to record any recommended action and outcomes:

After completing Section 1 please return this form to the Training and Compliance Manager at:

MRC Northwest Region Inc.
20 Victoria Crescent
St Albans, VIC 3021

Section 1.

Person Lodging Complaints

Name: _____

Address: _____

Phone: _____ Fax: _____

Mobile: _____ Email: _____

You are raising the grievance/complaint/appeal as:

- A student in a course provided by MRC
- The parent or guardian on behalf of a student
- A MRC Staff Member
- Other stakeholder



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Please tick the box which best describes the grievance/complaint /appeal

- Conduct or performance of staff member
- Conduct or performance of a student
- Service provided by MRC
- A decision, assessment result etc. which has impacted on you
- Other: _____

Please provide a detailed description of the grievance/complaint/appeal identifying a description of the incident/behaviour/decision in question. The time and date of the incident. The names of any witnesses. (Attach additional sheet if required)

What are you seeking/suggesting as an outcome?

An investigator will be appointed by the Training and Compliance Manager to deal with the complaint and the investigation will seek to gather all relevant information. Once the investigation has been completed, relevant input received and all involved parties have had ample opportunity to respond, a determination will be made and an appropriate course of action will be communicated to all parties concerned.

Remaining sections to be completed by Investigation Officer.



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Section 2 – Grievance/Complaints Investigation Details (*Office use only*)

Details of investigation conducted (attach additional sheet if required)

Section 3 – Outcomes and recommendations:

Provide details including timeframes and person with responsibility:

Section 4: Details of any action taken:



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Section 5 – Acknowledgment

Complete one or more options below at the conclusion of the grievance/complaint investigation

- Resolved to the satisfaction of all parties
- Fully dealt with and appropriate action taken
- Fully dealt with and appropriate action planned
- Fully dealt with according to the MRC Grievance Policy and Procedure
- Withdrawn by the person raising the grievance/complain Staff Member
- Referred to the appeal process

Person Raising the Grievance/Complaint

Name (please print) _____ Signed _____

Dates: ____/____/____

Investigation Officer:

Name (please print) _____ Signed _____

Dates: ____/____/____

Training and Compliance Manager:

Name (please print) _____ Signed _____

Dates: ____/____/____

Section 6 – Distribution of Copies (including attachments)

- Manager – for lodgement in the grievance/compliant folder on i/drive
- Investigating Officer
- Person raising the grievance/compliant
- Other

Dated: ____/____/____

Relevant Documents

Grievance Complaint Policy
Grievance /Complaint Register