

1
COURSE
INFORMATION

Choose your current course ▶ TLI41222 - Certificate IV in Motor Vehicle Driver Training (Car Specialisation)
If you are a student

2
PERSONAL
DETAILS

Title ▶ Mr. Mrs. Miss Dr. Other

Full Name ▶

Student ID ▶
If you are student

3
COMPLAINT / APPEAL

Type ▶ Complaint Appeal

Nature of Complaint / Appeal ▶

Describe the nature of your Complaint / Appeal (Use extra sheets if required):

Efforts of the Resolution ▶

Describe any efforts you have taken to resolve the issue (Use extra sheets if required):

Actions / Outcomes ▶

What action/resolution would you like to see occur/implemented (Use extra sheets if required):

4
COMPLAINANT / APPELLANT
SIGNATORY

Declaration ▶ I have read and understood the MT's *Complaints and Appeals Policy and Procedures* and I declare that the other party to the complaint may be contacted in an attempt to resolve the issue. I agree that MT may conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.

Complainant / Appellant Signature ▶

Date ▶

5
OFFICE USE ONLY

Detailed Action taken ▶

Additional Comments, if any ▶

6
CONTINUOUS
IMPROVEMENT REQUEST
(CIR)

CIR raised? ▶ Yes No

Date if CIR raised ▶

CIR raised by ▶

Signature ▶

CIR received by ▶

Signature ▶

Date ▶

Complaints and Appeals

Matrix Training (MT) Staff, Student or any stakeholder can lodge a complaint or appeal. Please go through MT's *Complaints and Appeals Policy and Procedure* for details, available on MT's website, Student Handbook, Staff Handbook and Offices. The same can be requested through email.

- Where possible all informal attempts are made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student / stakeholder issue.
- If a formal complaint / appeal is placed, the following procedures must be followed.
- Any student, potential student, employee or third party may submit a formal complaint to MT with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing this *Complaints and Appeals Form* and state their case providing as many details as possible.
 - As per policy, complaints are to be made in writing by the complainant.
 - MT should review all complaints upon receipt.
 - Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
 - Record details of the complaint on the Complaints and Appeals Register.
- Once a complaint or appeal is received and checked for, it will be forwarded to the appropriate personnel for review.
- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending MT offices to lodge the document or attend a meeting or any charges incurred (e.g. telephone) will NOT be reimbursed.
- All complainants and appellants are given the opportunity to formally present their case and can be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case). Any payments to accompany the friend/third party will be made by complainants or appellants.
- The Review Personnel may gather evidence and constitute a review committee as they see fit.
- This process will be commenced within the due period, mentioned in *Complaints and Appeals Policy and Procedures*, of the lodgement of the complaint or appeal (and receipt of all supporting evidence) and will be completed within a reasonable time period, usually 10- 15 working days.
- If further evidence is requested, then the Review Personnel will communicate with the complainant or appellant as soon as possible and within prescribed time of asking for evidence, it should be submitted.
- The process will be put on hold until the evidence is received.
- The decision will be advised in the written response to the complainant or appellant.
- In case of complaint, if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision.
- A formal written response for acceptance or rejection of complaint will be provided. This includes the complainant's right to access the Internal Appeals process.
- A formal written response for acceptance or rejection of appeal will be provided. This includes the appellant's right to access the External Appeal process.
- All documentation relating to a formal complaint will be recorded. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidentially and stored securely.
- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and MT takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.
- A complaint or appeal is a learning opportunity for MT. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.

Matrix Training

Head Office: 121 Roulston Way, Wallan VIC 3756, Australia

P: +61 421 300 007 | **E:** info@matrixtraining.edu.au | **W:** www.matrixtraining.edu.au