

Title:	Document Number: MOPO 2-1-1/08-05
Complaints and Grievance Policy (Clients)	Custodian: Chief Executive Officer

Statement of Policy

MADEC has established procedures for dealing with complaints received from clients or from persons acting on behalf of clients.

All personal information provided with the complaint or grievance is protected under the Privacy Act 1988.

Application of Policy

- 1 Complaints (verbal and written) will be received from any individual or organisation dissatisfied with service provided, sexual or general harassment, discrimination, work and/or well being at work or discipline of students (see associated policies regarding Harassment and Equal Opportunity).
- 2 Complaints may be submitted by letter, fax, telephone or e-mail. All submitted complaints must be in the name of a person, signed (where possible) and dated. Telephone complaints must be signed and dated by staff members receiving the complaint.
- 3 Verbal complaints will be documented by the staff member receiving the complaint. The verbal complaint must be in the name of a person, signed (where possible) and dated. Telephone complaints must be signed and dated by staff members receiving the verbal complaint.
- 4 Where necessary staff will assist a complainant to prepare and lodge a complaint.
- 5 All complaints will be referred in the first instance to a senior staff member (a Manager or Team Leader) for investigation and reply.
- 6 The complainant has the right to be supported by one person of their choice at any meeting taking place during the complaint process.
- 7 A senior staff member will use mediation strategies in response to the complaint.
- 8 The complainant will be given a formal response to the complaint within five (5) working days of receipt of the complaint.
- 9 All complaints are to be reported to the General Manager Operations for report to the next meeting of the Corporate Management Team together with any recommendations for improvement.
- 10 Recommendations for improvement approved by the Corporate Management Team will be implemented within a four (4) week period.

- 11 A senior staff member will complete the Complaints Register form and will forward it to the General Manager Operations.
 - 11.1 The General Manager Operations will provide a report to the Audit Risk Committee on all received complaints.
 - 11.2 The Audit Risk Committee will provide a report to the Board of Directors all received complaints that are critical and high risk issues.
- 12 Should the complainant be unsatisfied with the process or with the outcomes of the process, the individual may initiate an appeal following the procedures listed below.
- 13 The General Manager Operations (or delegate) will maintain the documentation, which will be recorded, dated and securely filed for seven years.
- 14 The General Manager Operations (or delegate) will destroy documentation after seven years by shredding the documentation.

Appeals Process

1. An appeal must be lodged with the Chief Executive Officer of MADEC not more than five (5) working days after the date on which the formal response was given to the complainant. A written and signed notice of appeal must contain:
 - a. The name or the body that made the decision
 - b. Brief details of the original complaint
 - c. An outline of the grounds of appeal
 - d. If the complainant wishes to be represented at a hearing before the Chief Executive Officer, the name, address and occupation of the proposed representative. The representative will not be a legal representative.
2. The Chief Executive Officer will, if requested, convene a hearing within ten (10) working days of receipt of the appeal.
3. The Chief Executive Officer will make a determination within five (5) working days of the hearing and formally respond to the complainant.
4. Should the complaint be directed specifically at the actions of the Chief Executive Officer, the appeal should be directed to the Chairperson of the MADEC Board.

External Agencies

If the complainant is dissatisfied with the outcome of this process, or if for some reason the complainant believes they cannot raise the issue with MADEC, they can:

1. Request for external assistance from mediation services or other agencies
2. Contact the free Department of Education, Employment and Workplace Relations Complaints Line on 1800 805 260

3. Contact the Complaints Resolution and Referral Service Phone: free call 1800 880 052
TTY: free call 1800 301 130
4. Contact the National Training Complaints Hotline Phone: 1800 000 674
5. Complaints about MADEC actions and decisions can be made to the Victorian Ombudsman [<http://www.ombudsman.vic.gov.au>]. The Ombudsman is, generally, the office of last resort. If steps laid down in this policy have not been followed, the Ombudsman may ask to do so before accepting complaints.

Procedure Reference

MADEC's Quality Procedure 2-1 Suggestions and Complaints

Review

This policy will be reviewed on a periodic annual basis (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed: 10.10.02 – Authorised by CMT

Reviewed: 10.10.03 – Authorised by CMT

Reviewed: 11.05.06 – Authorised by CEO

Reviewed: 20.03.07 – Authorised by CEO

Reviewed: 11.12.07 – Authorised by CMT

Reviewed: 11.02.09 – Authorised by CMT

Reviewed: 13.05.10 – Authorised by CMT

Custodian

Pat Thorburn
Chief Executive Officer