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# Master Plumbers' Association of Queensland Complaints and Appeals Policy (Technical Services)

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## 1.0 Purpose

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This complaints and appeals policy and procedure is to ensure that the commitment to a fair, equitable and efficient resolution of complaints. Information is provided to staff, students, clients and appropriate stakeholders in regard to the complaints and appeals handling process.

## 2.0 Rationale

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This complaints and appeals policy and procedure will manage complaints and appeals involving MPAQ technical services staff, students, employers, and other stakeholders.

## 3.0 Definitions

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Complaint - is a statement that something is unsatisfactory or unacceptable and is generally an expression of dissatisfaction with an action, product or the services of MPAQ.

Appeal - is where a student, staff member, stakeholder of MPAQ or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO.

Complaints and appeals can arise from matters of concern relating to:

- Course enrolment
- Fees and charges
- Suspension or cancellation of enrolment
- The quality of the training
- Training delivery and assessment
- Student support
- MPAQ trainer, assessor or administration staff
- Another student
- Discrimination, harassment and bullying



## 4.0 Policy

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Master Plumbers' Association of Queensland (MPAQ) is committed to managing and resolving complaints in a constructive, efficient and timely manner and encourages an organisational culture that welcomes complaints as an opportunity to improve services. This is supported by the involvement of the organisations Executive Director (ED) and management team to ensure a valid complaint or concern is dealt with in the most appropriate way.

### **Fairness**

We recognise the need to be fair to both the persons making the complaint and the persons who are the subject of the complaint.

### **Natural Justice**

The right to be heard fairly and the opportunity to present a case, and the right to have a decision made by an impartial decision maker. The following points will be considered while processing the complaint.

If a complaint is lodged, we will:

- Treat the complainant with tact, courtesy and fairness at all times
- Maintain appropriate confidentiality of the complaint at all times. The person managing the complaint will be independent and impartial of the complaint and any other parties involved
- Not victimise or harass the complainant as a result of any complaint made against MPAQ or its staff
- Inform the person being complained about of the allegation against them and will provide opportunity to respond to the allegation
- Not discriminate against the complainant because of any disability, ethnicity, race, religion, age, gender or sexual orientation
- Ensure all parties to a complaint have the option of nominating a support person to be present
- Ensure all parties to the complaint who require an Auslan or language interpreter will be provided with a professional interpreter

## 5.0 Complaints Process

- All complaints can be lodged verbally, via post, fax or email within seven days, appropriate forms are available upon request or on the MPAQ website, [www.mpaq.com.au](http://www.mpaq.com.au).
- Should a student or client have a complaint about the training and assessment provided they should speak with their trainer immediately.
- Should the complaint not be resolved, the complainant will be referred to the Technical Services Manager.
- Should the complaint not be resolved, the complainant will be referred to the Executive Director for further investigation. Arrangements will be made for interviews with all parties and outcomes will be documented.
- All parties to the complaint will be advised about any action to be taken. If the outcome is not acceptable to the parties, an appeal can be lodged.



- If the party making the complaint is still not happy with the outcome and arrangement for review by an independent third party can be made. Should the complainant choose this course of action MPAQ will ensure that complainant is informed of all if any associated costs they may need to pay.
- Should any complaint take any more than sixty days to finalise, MPAQ will write to all parties involved to explain the reason for the delay.
- If the complainant is not satisfied with the resolution after following and exhausting the complaints procedure they will be able to seek assistance from Australian Skills Quality Authority (ASQA) via the online complaint form.

## 6.0 Appeals Process

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MPAQ will provide a response to the complainant and inform all parties involved in the complaint of our decision and the reasons for the decision. If the outcome is not acceptable an appeal can be made within five working days to the ED or the MPAQ Council.

## 7.0 Assessment Appeals Process

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The following Assessment Appeals process will be available to students:

- Should the student not obtain a “Competent” result on the assessment, in the first instance they can apply in writing within ten working days for a supplementary assessment. On receipt of an application for a supplementary assessment, MPAQ will arrange for the student to sit a supplementary assessment which will be held as far as practical within two weeks of receiving the application.
- Should the student fail the supplementary or initial assessment, they can then appeal this decision in writing, regarding the appropriateness of the assessment to the course content, and their performance in that particular assessment. The advice to the student shall include information and procedures concerning their right to appeal, the proposed solution and if requested an independent adjudicator.
- Should the student not be satisfied with the resolution after following and exhausting the appeals procedure they will be able to seek assistance from ASQA:

Australian Skills Quality Authority (ASQA)  
GPO Box 9928, Melbourne, VIC, 3001.  
Level 7 215 Adelaide Street, Brisbane

- Complaints to ASQA need to be submitted via the online complaint form.
- If you need help with the form, or if you are unsure whether ASQA can help with your complaint, call the ASQA info line on 1300 701 801 or email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).



## 8.0 Related Documents

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Complaints Form

Complaints and Appeals Register

## 9.0 References

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ASQA Website

Standards for RTOs 2015 - Standard 6 Clauses 6.1 – 6.5

## 10.0 Approval and Sign Off:

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<b>Policy Written By:</b> Training and RTO Specialist	<b>Position:</b> Training and RTO Specialist	<b>Date:</b> April 2019
<b>Approved By:</b> Technical Services Manager	<b>Approved Date:</b> 3/4/2019	<b>Next Review Date:</b> April 2020