



## Compliments, Complaints and Suggestions

Organisational improvement is enhanced by using information gained from feedback for service improvement.

It is rewarding to be complimented on a job well done but even in the best of circumstances expectations may not be met.

Your feedback is welcome and highly valued so we invite you to compliment, complain or make a suggestion about our services. We will use the information you provide to monitor and improve our services and will respond to issues raised in a timely manner.

### Compliments or suggestions

If you are happy with the services provided or would like to make a suggestion, please let us know by writing to the Training Program Manager for your course or the RTO Quality and Compliance Manager.

You can also convey your compliment or suggestion with any of the Mater Education's staff members (administration or trainers and assessors).

### Complaints

#### Step 1

Discuss your concerns with the relevant staff member. All Mater personnel have a responsibility with respect to complaints management, consistent with Mater's Mission and Values. Wherever possible, Mater staff will resolve complaints at the point-of-service. Your verbal complaint may be documented by the staff member for quality improvement action.

If you are unhappy with the outcome, proceed to step 2.

#### Step 2

Keep records of any discussions and advice that was given in Step 1.

Make your complaint in writing (fax, email or letter). This should be addressed to the Training Program Manager for your course or the RTO Quality and Compliance Manager.

Fully detail the nature of your complaint. Ask for a response in writing.

Mater Education will acknowledge your complaint within 2 weeks of receipt and will include a target timeframe for resolution. Investigation of your complaint will be considered in a transparent, equitable, objective and unbiased manner. Anonymity will be maintained where requested or as appropriate. Our response will be specific including reasons for the decisions taken. Fair and reasonable remedies will be offered where appropriate.

#### Step 3

If the Complainant is not satisfied with the outcome of Step 2 they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by MEL. Mater has arrangements with Assure Programs who is independent of and external to MEL and is the nominated body to hear complaints or appeals arising from MEL's internal procedure.

Mater Education Limited will give due consideration to any recommendations arising from the external review within five (5) working days.





The Australian Skills Quality Authority (ASQA) may investigate complaints that allege training organisations are breaching, or have breached the National Vocational Education and Training Regulator Act 2011 (the Act) and/or its associated legislative instruments.

ASQA advises that only under exceptional circumstances, or after all opportunities to resolve the matter through the training provider's internal complaints process are exhausted, should students seek to have a complaint investigated by ASQA.

To have a complaint about a training organisation investigated by ASQA complainants should go to ASQA's website <http://www.asqa.gov.au> and complete the Complaint about a training organisation operating under ASQA's jurisdiction form attaching evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

Complainants can submit the form by email to [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). Alternatively, the completed form can be posted:

Complaints Team  
Australian Skills Quality Authority  
GPO Box 9928  
SYDNEY NSW 2001

