Complaints and Appeals
Process

Informal Complaint Process

A learner with an issue, question or complaint may raise the matter with staff of MILCOM Institute and attempt an informal resolution of the complaint.

Learners with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following Institute staff members who are responsible to try and resolve the issue, question or complaint with the learner:

• Trainer
• Training Manager
• Administration Manager.

The staff member will try and resolve the issue at the meeting or if required investigate the matter and then arrange another meeting with the learner to discuss the outcome of investigation and offer a solution if appropriate.

Learners who are not satisfied with the outcome of their discussion of the complaint are encouraged to register a formal complaint by:

• obtaining a copy of the Learner complaint form which can be requested from the Administration Manager;
• completing the Learner complaint form;
• lodging the Learner complaint form with the Administration Manager.

Learners having difficulty completing the Learner complaint form should ask a trainer, the Training Manager or the Administration Manager to assist them.

Once the Learner complaint form is lodged with the Administration Manager it will be dealt with as described in the formal complaint process below.

Formal Complaint Process

Complaints must be lodged within 2 weeks of the issue arising. The formal complaint process will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.

A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

If MILCOM Institute considers that more than 60 calendar days are required to process and finalise the complaint or appeal, it will:
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- inform the complainant or appellant in writing, including the reasons that more than 60 calendar days are required, and
- regularly update the complainant or appellant on the progress of the matter.

Formal complaints must be lodged using the Learner complaint form that can be requested from the Administration Manager.

Formal complaints must be recorded in the learner’s files.

During the formal complaint process:

- Learners will have an opportunity to formally present their case to the Administration Manager, in writing or in person at no cost to the learner.
- Learners may be accompanied and assisted by a support person at any meetings involving the complaint.

Only the Training Manager, the Administration Manager or the Chief Executive Officer can deal with complaints. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing. In the event that the Training Manager, the Administration Manager and the Chief Executive Officer are not eligible to hear the complaint then the complaint must be directed to an external person at no cost to the learner.

The external person to hear a learner complaint on behalf of a learner is to be engaged from the Institute of Arbitrators and Mediators Australia (IAMA) phone (03) 8648 6578.

Internal Appeal Process - assessment

Learners appealing an assessment decision (including RPL) will be given the opportunity for reassessment by a different assessor selected by MILCOM Institute. Costs of reassessment will met by MILCOM Institute.

The recorded outcome from the assessment appeal will be the most favourable result for the learner from either the original assessment or the reassessment.

Only one assessment appeal will be allowed.

The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the learner and MILCOM Institute and placed in the learner file. A copy of this document will be provided to the learner.

There are no further avenues within MILCOM Institute for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.

External Appeal Process
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Learners who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:

- obtaining a copy of the Learner appeal form which can be found in the learner handbook or be requested from the reception desk or the Training Manager
- completing the Learner appeal form and selecting the External appeal option on the form.
- lodging the Learner appeal form with Training Manager.

The purpose of the external appeals process is to consider whether MILCOM Institute has followed its learner complaint and appeals procedure, not to make a decision in place of MILCOM Institute. For example, if a learner appeals against his or her subject results and goes through MILCOM Institute internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

For external appeals the independent mediator will be the IAMA (Institute of Arbitrators and Mediators Australia) phone (03) 8648 6578. The cost of mediation is to be shared equally between the parties involved in mediation.

The external appeals procedure will be determined by the IAMA.

Following the receipt of the outcome of the external appeal MILCOM Institute must immediately implement the decision, convey the outcome to the learner, place a copy of the documentation on the learner file and undertake any improvement actions arising from the complaint.