



Appeals, Complaints and Grievances Policy

1. Purpose and Scope

The purpose of this policy is to ensure that MTA WA Training provides all learners, employers, staff and stakeholders with a clear, accessible, fair and transparent process to lodge and resolve complaints, grievances and appeals relating to any aspect of its training and assessment services or administrative practices.

2. Scope

This policy applies to all MTA WA Training learners, employers, staff and other stakeholders who wish to lodge a complaint, grievance or appeal relating to any aspect of:

- Training and assessment services
- Administrative processes
- Customer service
- Conduct of staff, learners or contractors, or
- Any decision that impacts a learner's training progress or outcomes.

This policy applies to all training and assessment activities delivered by MTA WA Training, or on its behalf by an approved third party under a written agreement, regardless of location, delivery mode or funding arrangement.

3. Policy Statement

MTA WA Training is committed to providing accessible, efficient, effective and fair processes to manage and respond to complaints, grievances, and requests for appeals of assessment decisions.

We recognise that differences and grievances may arise from time to time and that prompt resolution is in the best interests of all parties.

All complaints and appeals will be handled according to the principles of natural justice and procedural fairness, meaning all parties have the right to be heard, to present evidence, to have matters handled without bias, and to receive a fair and reasoned decision.

Information about this policy is communicated:

- In the Learner Handbook and Employer Handbook
- During learner induction
- On our website: www.mtawa.com.au

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Title	Appeals, Complaints and Grievances Policy				
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4. Procedure

4.1 Appeals

Learners are encouraged to approach their Trainer Assessor to discuss the assessment under dispute or alternatively to contact the General Manager Training to resolve the issue on an informal basis.

If a Learner is not satisfied with the resolution through consultation, they are to submit a formal application by completing the Complaints and Appeals Form available on our website (<https://www.mtawa.com.au/apprenticeship-services/applications-forms/>) or obtain a copy from their Trainer Assessor. Appeals must be lodged within 28 days of the assessment decision.

The General Manager Training will assess the appeal and involve other relevant parties in the review process in order to form a decision in relation to the appeal.

The General Manager Training will record all relevant details of the appeals process. Email is an acceptable form of communication in these circumstances, as long as all email correspondence is saved and kept with all other documentation in relation to the appeal process.

If the General Manager Training is unavailable to participate in this process, they or the Group CEO may appoint another MTA WA Training staff member to handle the appeals process.

Learners will receive written advice on the outcome within 10 working days of submission.

If the Learner is still not satisfied with the outcome, the General Manager Training will appoint another Trainer Assessor to review and reassess the Learner where required.

If no satisfactory resolution is reached, the Learner is encouraged to approach the Training Accreditation Council (TAC), which is MTA WA Training's (VET) Regulator in Western Australia.

4.2 Complaints

Learners are encouraged to first raise concerns directly with the relevant person involved or speak to their Trainer Assessor or other relevant MTA WA Training staff as soon as an issue arises, in an attempt to reach an early resolution.

If the issue remains unresolved, the learner must lodge the complaint in writing by emailing the completed Complaints and Appeals Form (available on our website) to StudentInfo@mtawa.com.au within 28 days of the incident or allegation, unless exceptional circumstances justify a longer timeframe. The reason for the complaint should be clearly outlined, with supporting evidence included where possible.

MTA WA Training will acknowledge receipt of the complaint and explain the process in writing within three (3) working days.

A written record of all complaints will be kept by MTA WA Training, including all details of lodgment, response and resolution. Records will be stored securely to prevent unauthorised access.

The handling of a complaint is to commence within seven (7) working days of lodgment, and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant may be accompanied and/or assisted by a support person at any relevant meeting.

Complaints must be resolved to reach an outcome within 60 calendar days of initial receipt. Where the General Manager Training considers that more than 60 calendar days are required to process and finalise the

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complaint, the complainant must be informed in writing, including the reasons for the delay. The complainant will be provided with regular updates on the progress of the complaint.

Complaints will be handled with the strictest confidence. MTA WA Training representatives are not to disclose information to any person without the permission of the General Manager Training. A decision to release information to third parties can only be made with the complainant's consent.

If the complainant is not satisfied with the outcome, the matter may be escalated internally for a second review or, where appropriate, referred to an independent external review.

The complainant may also lodge a complaint directly to our regulator, the Training Accreditation Council (TAC) WA.

TAC contact details:

www.tac.wa.gov.au | tac@dtwd.wa.gov.au | (08) 9441 1910

5. Related Documents

Appeals, Complaints and Grievances Form

6. Review

This policy will be reviewed every two years, or sooner if required to comply with legislative and regulatory requirements.

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