Complaints and Appeals Policy

MGTD Pirii has ensured that any complaint or appeal will be handled professionally, equitably, confidentially and in a timely manner with a view to achieving satisfactory resolution.

For this MGTD Pirii has documented a procedure for any student complaints and appeals to follow a process that will bring a resolution that will be abided by MGTD Pirii and the student. The procedure which covers the process will ensure that students will be granted timely access to the MGTD Pirii complaints and appeals process.

MGTD Pirii undertakes to ensure that:

- complaints and appeals are managed fairly, efficiently and effectively
- it creates an environment where clients’ views are valued
- will keep a Complaints and Appeals Register, which documents all formal complaints and their resolution

Clients with either a complaint or an appeal have access to the following procedures:

**Informal complaint (or feedback)**

- the initial stage of any complaint (or feedback) shall be for the client to communicate directly with the Trainer and Assessor
- client/s dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint

**Formal complaint or appeal**

- The informal complaint procedure should be used first
- All formal complaints or appeals go to the CEO / Director first
- The formal complaint or appeal and its outcome shall be recorded in writing
- On receipt of a formal complaint or appeal, the CEO / Director shall convene an independent panel to hear the complaint; this shall be the complaints and appeals committee

The root cause of any substantiated complaints, as well as the complaints policy, will be reviewed as part of the continuous improvement processes.

Signed: 

Michael Gray  
CEO / Director

Date: 9/07/2014