



1.0 Policy Overview

This policy is produced in the context of the Marriott Academy's commitment to quality programs and Student welfare. Accordingly, this policy should be seen as complementing and consistent with all other student policies developed and implemented by Marriott Academy. In particular, this policy focuses on establishing mechanisms to address any complaints by students, whether they be prospective, currently enrolled or former students. Marriott Academy is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

2.0 Student Complaint and Appeal Procedure

1. Inform Marriott Academy staff.	In the first instance, if appropriate, all students are encouraged to discuss their concerns or issues informally with a Marriott Academy staff member. Students may approach their trainer, the Student Support Officer, the RTO Manager, or Marriott Academy's CEO.
2. Lodge a Complaint and/or Appeal.	<p>Should a student's concerns or issues not be able to be resolved informally, then the student will need to lodge a formal complaint and/or appeal with Marriott Academy's CEO.</p> <p>Students may access the required Complaint and Appeal Form from Marriott Academy's website or student administration. The Form should be completed and lodged with Marriott Academy's CEO as soon as practicable.</p> <p>Should the student consider it inappropriate that Marriott Academy's CEO investigate the complaint and/or appeal, then this will need to be noted on the Complaint and Appeal Form, and the student will be advised of appropriate external agencies which they may approach. Irrespective, all complaints and/or appeals will be considered and investigated by Marriott Academy's CEO.</p> <p>Should the nature of the concerns or issues involve a possible criminal offence, then students are advised to contact Victoria Police and/or seek legal advice. The student's application details shall be entered on the RTO's Complaints and Appeals Register. All Forms and any supporting documents shall be kept in the student's file.</p> <p>At all times, all information shall be treated with the strictest confidence.</p>
3. The Student Complaint and/or Appeal is investigated.	All formal complaints and appeals shall be considered by Marriott Academy's CEO. Where warranted, the CEO shall investigate the complaint and/or appeal. The investigation must allow the student to provide any relevant information and evidence either in writing or verbally. Students will be permitted to engage support when presenting information and evidence.
4. Outcome.	<p>It is intended that all formal complaints and appeals be investigated, and the student informed, in writing, of the outcome of their application, and detailed reasons for the decision, within 10 working days from the date when the complaint and/or appeal was received by Marriott Academy. Where more time is required, then the student shall be informed in writing, where a date must be provided as to when the student shall be informed of the outcome of their application. Any extension in time should not exceed an additional 20 working days.</p> <p>A copy of all correspondence shall be kept in the student's file. Details of the outcome of the student's application shall be recorded on the RTO's Complaints and Appeals Register.</p>
5. Reconsideration – Independent Review.	Where a student is not satisfied with the outcome of their application, then they may, within 15 working days, request that their application be reconsidered. The student may make such an application by responding to Marriott Academy's notification of the





	<p>outcome of their application. Student must provide an explanation of the grounds on which they are requesting a reconsideration, which may include additional information and/or evidence.</p> <p>Marriott Academy shall engage the services of the Dispute Settlement Centre of Victoria (DSCV) to review the student's complaint and/or appeal, and Marriott Academy's decision(s) relating to the student's application. Marriott Academy, the student, and/or their representative are expected to engage in mediation meetings. DSCV is part of the Victorian Department of Justice & Community Safety, and provides free dispute resolution services to all Victorians.</p>
<p>6. Reconsideration Outcome.</p>	<p>Marriott Academy and the student agree to be bound by the decision of the Dispute Settlement Centre of Victoria.</p> <p>Should the student not be satisfied with the outcome of the reconsideration process, then may seek legal advice. The student shall retain the right to take action under Australian Law.</p> <p>All records shall be kept in the student's file. Details of the outcome of the student's reconsideration application shall be recorded on the RTO's Complaints and Appeals Register.</p>
<p>7. Continuous Improvement.</p>	<p>Where appropriate, Marriott Academy shall review the relevant training and assessment services, and/or RTO management and operational practices, in order to implement change to minimise the risk of reoccurrence of similar complaints and/or appeals.</p> <p>Where changes are implemented, then these shall be recorded in Marriott Academy's Continuous Improvement Register.</p>





Student Complaints & Appeals Form

Instructions to Applicant

- (1) Complete this form and submit to the RTO Manager or Administration as soon as possible.
- (2) Clearly state the nature of your complaint and, if appropriate, indicate what evidence you have to support your claim.
- (3) All complaints will be treated seriously, and you may be required to discuss the complaint with senior members of staff.
- (4) You will be formally notified of the outcome of your complaint.

Surname	Given Names	Student ID
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Describe your complaint / appeal

What action have you taken to try and resolve this complaint / appeal?

Do you have a suggested remedy to the problem?

I hereby declare that the information provided on this form is true and correct.

Marriott Education Group Pty Ltd | ABN: 89 656 476 907





Student's Signature Date/...../.....

Marriott Academy CEO's Signature Date/...../.....

