

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
- General 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 Training Manager
- completing the Learner complaint form;
- lodging the Learner complaint form with the General Manager.

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

Once the Learner complaint form is lodged with the General 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:

- 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 Training 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 General 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 General 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 General 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 Resolution Institute (combining LEADR & IAMA) phone (02) 9251 3366 or 1800 651 650.