



<b>POLICY TITLE:</b>	Complaints and Appeals Policy
<b>PURPOSE:</b>	The purpose of this policy is to provide for a fair and equitable procedure for clients, participants and staff to follow when they have a complaint or grievance. It provides for a stage by stage approach which allows the participant/client/staff member to lodge complaints/appeals with MSS and provides information in relation to appealing the outcomes.
<b>SCOPE:</b>	This policy applies to all Participants, Clients, Trainer and Staff of MSS.
<b>RESPONSIBILITY:</b>	General Manager
<b>RELATED DOCUMENTS:</b>	Complaints & Appeals Procedure, Complaints Form, Complaints Register

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### Policy Statement

1. Any individual who has a complaint or appeal concerning their training, the way their training is managed or the way they are being treated has a right to lodge that complaint or appeal.
2. MSS is committed to providing a timely and non-confrontational process for the resolution of complaints.
3. MSS is committed to dealing with complaints and grievances in a fair and ethical manner. The preferred method to reach resolution is an informal process, followed by a formal process if the complainant is not satisfied with the outcome. Many situations can be readily resolved through open communication.
4. This policy applies to participants, external employers and other stakeholders, all staff and contract trainers.
5. Complaints and/or grievances can be made to any staff member if the complainant feels comfortable talking to that individual.
6. Complaints do not have to be formally documented by the complainant before MSS takes action to investigate the complaint. Verbal complaints will be taken as seriously as written complaints.