

Complaints and Appeals Process

At Mas National we value and appreciate our clients and we are committed to providing quality services throughout our business to ensure a high level of customer satisfaction.

Our Quality Management System ensure that our services conform to the requirements of our clients, State Training Authorities (STA's) and Department of Employment and Workplace Relations (DEWR).

Delivering on our promise

Our commitment to delivering the highest quality of service to clients in part depends on a complaints and appeals process that is well-publicised, transparent and accessible.

What is a complaint?

Mas National defines a complaint as an expression of dissatisfaction made to or about our services, service delivery, staff, policies, processes or procedures, where a response or resolution is explicitly or implicitly expected or legally required.

Who can make a complaint?

Any person or entity dealing with Mas National can make a complaint, including our clients who include apprentices, trainees, employers, and Registered Training Organisations. A parent or legal guardian can make a complaint in cases where the apprentice or trainee is aged under 18 years.

What is the process for lodging a complaint?

In the first instance, you may decide to speak directly to your Mas National representative or contact our Customer Service team via phone on 1300 627 628 (MAS NAT), or email feedback@masnational.com.au. In order for us to pursue the complaint on your behalf you must be willing to divulge your full name and contact details, and supply any further information about your complaint when asked.

We will do our best to resolve complaints within 10 working days. If we cannot resolve your complaint within 10 working days, you will be kept informed of our progress.

Note that Mas National is not empowered to investigate or resolve a complaint about pay or working conditions. In such cases, the complainant may be referred to the Fair Work Ombudsman at www.fairwork.gov.au

What will happen with my complaint?

If your complaint cannot be resolved directly through your Mas National representative or customer service team, you have the option to request that it be escalated to a senior staff member to investigate and attempt to resolve.

During this process, you can expect to:

- Be provided with information about our complaint handling process
- Have your matter treated confidentially, where feasible



- Be listened to, treated with respect and not adversely affected by having made a complaint
- Have your complaint responded to in a timely and transparent manner
- Be given clear reasons for decisions, and options for review

After your complaint has been investigated, you will be advised of the outcome and provided with a recommended course of action. If you are satisfied with the proposed resolution, then the complaint will be closed.

We will advise you as soon as possible when we are unable to deal with any part of your complaint and provide advice about where such issues and/or complaints may be directed.

Where complaints which have been escalated to senior staff cannot be resolved, or where one or more parties are dissatisfied with the decision, your complaint will then be referred to the relevant state or federal government for investigation and, if necessary, mediation.

Privacy statement

Your personal information is protected by law, including the Privacy Act 1988 (cth). Mas National's Privacy Policy, <https://masnational.com.au/privacy-policy/>, provides more details on the collection, storage, use and disclosure of the personal information Mas National holds about you and how you can access or seek to amend that information.