



VET Student Loans – Grievance procedures

Marr Mooditj Training undertakes to deal with grievances promptly. You are entitled to raise concerns about your VET Student Loans.

Complaints to MMT are managed in accordance with MMT Training & Assessment policy *Dealing with Grievances and Complaints* section and in the Student Handbook.

For complaints and grievances regarding VSL.

You will write to the Finance Manager. They may be able to resolve your complaint, or provide you with a suggestion or complaints form to progress to the next stage. Please see the Complaints section in the Student handbook for full details of the processes available.

Should you disagree with Marr Mooditj Training's decision or your complaint about VET Student Loans debt is unresolved, you can contact the VET Student Loans Ombudsman in the Office of Commonwealth Ombudsman <http://www.ombudsman.gov.au/How-we-can-help/vslo> on 1300 362 072.