

Refund / Cancellation /Complaint Handling Policy

MHCC will abide by Australian Consumer Law at all times.

Refunds/ Cancellations of MHCC Membership will be considered by MHCC on a case by case basis. Members needing to cancel or postpone their membership should contact MHCC on info@mhcc.org.au with the reason for their request. MHCC will respond to the request within 21 days.

Complaints are seen as an opportunity to enhance MHCCs performance.

Complaints can be made by telephone: 02 9060 9627, email: info@mhcc.org.au or post: PO Box 668, Rozelle NSW 2039. Complaints will be reviewed, investigated and responded to in a timely manner. The complainant will be kept informed of the process from receipt of the complaint through to resolution of the complaint.

For information regarding Refund/ Cancellation/ Complaint Handling of MHCC Learning and Development please refer to the Learner Handbook or contact askus@mhcc.org.au.