

MCERA Complaints Handling Process

The Media Centre for Education Research Australia (MCERA) aims to provide a quality and trustworthy media service to all stakeholders.

MCERA works closely with researchers, journalists, and university communication teams to ensure all stakeholders are engaged in the process of media engagement and content creation through MCERA. MCERA aims for a transparent communication policy with researchers and journalists so as to make sure that, where possible, issues of concern are avoided.

The views expressed by experts in media releases, expert comments, briefings, or other content created by MCERA do not necessarily represent the views of MCERA or its staff.

MCERA takes complaints about content or service provision very seriously.

If you wish to make a complaint, please follow the steps below:

Complaints can be made verbally or by email.

Verbal complaints should be directed to Shannon Schedlich on 0434 436 084. The address for written complaints is info@mcera.org.au.

Complaints will be accepted up to three months from the date of first publication of the item that you are complaining about.

Complaints should include a direct reference to the item being complained about, i.e., a link to a relevant webpage; a publication title, date, page number and headline; a broadcast station, program, date and time; or other direct reference, as well as any other document that will help us assess your complaint.

Your complaint will be acknowledged within five (5) working days of receipt.

You will be required to provide prompt responses to any requests for further information.

If you do not respond within 14 days to any requests for further information, we will consider your complaint closed.

All complaints will be dealt with fairly, courteously and without prejudice.

If we determine that your complaint is valid, we will seek to remedy the situation as quickly as possible. Given our operating model, this will most likely take the form of a correction or apology distributed to the contacts that received our content, unless otherwise agreed by the parties.

MCERA is not responsible for the use of content created by the organization by third-party entities. Where complaints arise from the use of content by third-parties, complaints should be directed to that entity.

Researchers are welcome to advise MCERA of concerns they have of use of their material by third-party entities; and MCERA encourages researchers to advise MCERA staff of such concerns so that the Media Centre may seek to address this issue where possible (e.g., restricting content access if it is clear that organisations are willfully misrepresenting research).