



The Kilmore International School

Complaints and Appeals Policy

1) Purpose

- a) The purpose of The Kilmore International School's Complaints and Appeals Policy is to provide a student and their parents with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2) Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy/Code of Conduct.

3) Informal Complaints Resolution

- a) In the first instance, the school requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students / parents should contact their year level co-ordinator, the Boarding Manager or the Business Manager in the first instance to attempt mediation/informal resolution of the complaint. This can be escalated to the Deputy Principal by completing an Informal Complaint Form (available in CareMonkey).
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the School's internal formal complaints and appeals handling procedure will be followed.

4) Formal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student and/or parent must notify the school in writing of the nature and details of the complaint or appeal. A Formal Complaint Form is available in CareMonkey for this purpose.
- c) Internal complaints and appeals processes are available to students at no cost.
- d) Each complainant has the opportunity to present his/her case to the Principal.
- e) Students / parents may be accompanied and assisted by a support person at all relevant meetings.

"Excellentia Academica Persequenda"

- f) The formal grievance process will commence within 5 working days of the lodgement of the complaint or appeal with the Principal.
- g) Once the Principal has come to a decision regarding the complaint or appeal, the student / parent will be informed in writing of the outcome and the reasons for the outcome.
- h) If the grievance procedure finds in favour of the student / parent, TKIS will immediately implement the decision and undertake any corrective and preventative action required.
- i) TKIS undertakes to finalise all grievance procedures within 15 working days
- j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

5) External Appeals Process

- a) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.
- b) The external authority used for the School's external complaints and appeals processes are:

Victorian Registration and Qualifications Authority
 Level 4, Casselden
 2 Lonsdale Street
 Melbourne Vic 3000
 (Postal Address: GPO Box 2317, Melbourne Vic 3001)
 Phone: +61 3 9637 2806
 Email: vrqa@edumail.vic.gov.au

Overseas Students Ombudsman
 GPO Box 442
 Canberra
 ACT 2601
 Phone: 1300 362 072 (within Australia) or + 61 2 6276 0111 (outside Australia)
 Fax: 02 6276 0123 (within Australia) or + 61 2 6276 0123 (outside Australia)
 Email ombudsman@ombudsman.gov.au
 Website: <http://www.oso.gov.au/>
 Translating and Interpreting Service: 131 450 (within Australia) or + 61 3 9203 4027 (outside Australia).