

## Complaints and Appeals Policy

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| <b>Purpose</b>                              | <p>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.</p> <p>The internal complaints and appeals processes are conciliatory and non-legal.</p>  |
| <b>Definition</b>                           | <p>A complaint is an "expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required" (as defined by the Australian/New Zealand Standard AS/NZS 10002:2014)</p>  |
| <b>Complaints against other students</b>    | <p>Grievances brought by a student against another student will be dealt with under the school's Behaviour Policy - "Our Essential Agreement".</p> <p>If this does not provide a satisfactory resolution, a formal complaint process may be initiated by the student and / or their parent / guardian.</p>   |
| <b>Complaints from external persons</b>     | <p>Complaints concerning the School or Students of the School received by external parties to the school will also be addressed by this policy.</p>  |
| <b>Acknowledgement of Receipt</b>           | <p>All complaints received under this policy will be initially acknowledged within 5 working days of receipt.</p>  |
| <b>Informal Complaints Resolution</b>       | <ul style="list-style-type: none"><li>• In the first instance, the school requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.</li><li>• 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).</li><li>• 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.</li></ul>  |
| <b>Formal Complaints Handling Procedure</b> | <ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• Internal complaints and appeals processes are available to students at no cost.</li><li>• Each complainant has the opportunity to present his/her case to the Principal.</li><li>• Students / parents may be accompanied and assisted by a support person at all relevant meetings.</li><li>• The formal grievance process will commence within 5 working days of the lodgement of the complaint or appeal with the Principal.</li><li>• 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.</li><li>• 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.</li><li>• TKIS undertakes to finalise all grievance procedures within 15 working days</li><li>• For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.</li></ul> |
| <b>External Complaints Process</b>          | <p>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.</p> <p>The external authority used for the School's external complaints and appeals processes are:</p> <p>Victorian Registration and Qualifications Authority<br/>Level 4, Casselden<br/>2 Lonsdale Street<br/>Melbourne Vic 3000<br/>(Postal Address: GPO Box 2317, Melbourne Vic 3001) Phone: +61 3 9637 2806<br/>Email: vrqa@edumail.vic.gov.au</p> <p>Overseas Students Ombudsman<br/>GPO Box 442<br/>Canberra<br/>ACT 2601<br/>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<br/>Website: <a href="http://www.oso.gov.au/">http://www.oso.gov.au/</a><br/>Translating and Interpreting Service: 131 450 (within Australia) or + 61 3 9203 4027 (outside Australia).</p>  |
| <b>Supporting Documentation</b>             | <p><a href="#">Flowchart - Complaints Management Procedure</a><br/><a href="#">Formal Complaint Record Form</a><br/><a href="#">Our Essential Agreement</a></p>  |

# TKIS Complaint Management Procedure

