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DOCUMENTS:	<ul style="list-style-type: none">– Appeal/Complaint Report Form– Appeal/Complaint Register		
REFERENCES:	<ul style="list-style-type: none">– Human Resources Manual– Disciplinary Process Employees– Student Information Booklet– Access & Equity– Appeal Policy– Children’s Protection Policy		
RELEVANT STANDARDS	<ul style="list-style-type: none">– Education Standards Board (ESB)– ELICOS National Standards– Education Services for Overseas Students (ESOS) Act 2000		
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PURPOSE

This policy and associated procedures have been developed to give directions for the process for managing and addressing concerns and complaints. It includes details about the responsibilities and accountabilities of employees and contractors if a complaint arises.

POLICY

At AIS:

- All stakeholders should expect to receive quality service from AIS employees
- All stakeholders will be treated in a fair and equitable manner
- All complaints will be treated seriously, and responses made in a timely manner.
- Where possible, complaints/concerns should be resolved directly between the concerned parties

SCOPE

This policy encompasses:

1. current and past students
2. employees
3. contractors
4. suppliers and providers
5. regulatory authorities
6. parents of AIS students.

This policy does not cover Appeals. Please refer to the Appeals Process.

DEFINITIONS

Advocate: An individual who accompanies a Complainant to support them throughout the process.

An advocate for the purposes of this policy does not include Legal Representation.

Appeal: An appeal arises when a stakeholder is not satisfied with a decision taken by AIS.

Complaint: A complaint arises when a stakeholder is dissatisfied with or aggrieved by an action or event under the control of, or within the environment or activities of AIS.

Complainant: Person or entity that lodges a complaint.

Concern: an issue of interest which is raised informally in order to improve or change a situation.

Contractor: Individual or entity engaged by AIS under contract to deliver specified work on its behalf e.g. relief teacher.

Stakeholder: General term inclusive of any individual or entity with whom AIS has a relationship including but not limited to employees, students, contractors and suppliers.

Frivolous or Malicious Complaint: a fictitious complaint or one made intentionally without foundation or to cause detriment or mischief

PRINCIPLES THAT INFORM THIS POLICY

1. Confidentiality will be maintained. Only the people directly involved in making or investigating a complaint will have access to the information about the complaint
2. AIS will act in accordance with Privacy and other relevant legislation
3. AIS will act with integrity, treating people in a fair and equitable manner
4. AIS will appoint a staff member to investigate and address the complaint

5. Impartiality is critical. All parties will be provided with equal opportunity for discussion. No assumptions will be made, and no action will be taken until all relevant information has been collected and considered.
6. Stakeholders may be represented by an advocate or have a support person involved in the process.
7. If required, an external independent mediation process may be used to resolve the complaint.
8. No action will be taken against anyone for lodging a valid complaint or assisting someone to lodge or manage a complaint.
9. Mandatory Notification procedures will be appropriately followed.
10. AIS will take all necessary steps to ensure that victimisation does not occur against anyone who lodges or is involved in a complaint.
11. All complaints will be dealt with as quickly and transparently as possible.
12. An individual has the right to withdraw a complaint at any stage. However, where the complaint concerns proven misconduct and/or breach of law or regulatory compliance on the part of any individual or entity OR where the failure to resolve the complaint would adversely affect other individuals or AIS, AIS reserves the right to finalise the investigation of the original complaint and take the necessary recourse.
13. Complainants found to have made a 'Frivolous or Malicious Complaint' will face appropriate disciplinary action.
14. This policy does not apply to situations where there are legislated requirements for the issue.

RESPONSIBILITIES

PRINCIPAL

1. Provide appropriate AIS policies, processes, and standards so that complaint potential is minimised.
2. Respond as a matter of priority to any issue identified as a potential 'complaint' and therefore an opportunity for improvement.
3. Address and satisfactorily bring complaints to a timely conclusion.
4. Utilise the learning from complaints in the continuous improvement process as a key strategy to ensure that the complaint is not repeated.

DIRECTOR OF CURRICULUM AND ADMINISTRATION

1. Support the Principal in the implementation of this policy.

EMPLOYEES AND CONTRACTORS

1. Provide quality service to all stakeholders
2. Immediately report potential risks for complaint to the Principal or delegate.
3. Immediately report actual complaints to the Principal or delegate.
4. Assist in the appropriate resolution of complaints

END OF POLICY