



NUMBER	POL 018	PAGES	3
VERSION	V1.0	CREATED:	01/11/2015
		LAST MODIFIED:	30/01/19
		REVISION:	01/02/2020

DOCUMENTS:

- Complaint/Appeal Report Form
- Complaint/Appeal Register
- Complaint/Appeal Schematic

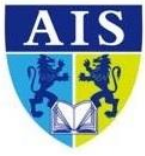
REFERENCES:

- Access & Equity Policy
- Student Information Booklet
- Student Support Services

RELEVANT STANDARDS

- EDUCATION STANDARDS BOARD (ESB)
- ELICOS National Standards
- Education Services for Overseas Students (ESOS) Act 2000

AUTHORISED:	PRINCIPAL	DATE	13/02/2019
-------------	-----------	------	------------



PURPOSE

This policy is to make Adelaide International School (AIS) stakeholders aware of the appeals process and the rights and responsibilities afforded to everyone.

POLICY

1. To manage appeals processes in a fair and equitable manner allowing stakeholders to be provided with a timely and transparent framework for lodging appeals.
2. To provide a fair and equitable process for advocacy, internal mediation and external independent mediation to help resolve disputes and appeals.
3. To address appeals in a timely and appropriate manner

SCOPE

This policy encompasses:

- current and past students;
- student candidates;
- employees;
- contractors;
- suppliers and providers;
- regulatory authorities.

This policy does not cover complaints. Please refer Complaint Process.

DEFINITIONS

Advocate: Individual who accompanies an appellant for the purposes of support 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.

Appellant: Person or entity that lodges an appeal.

Complaint/Appeal Committee: A number of persons nominated by the CEO to review decisions that an Appellant does not accept as satisfactory.

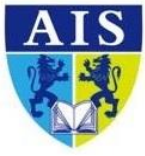
Frivolous or Malicious Appeal: Fictitious appeal or one made intentionally without foundation or to cause detriment or mischief. Knowingly lodging a false appeal. (without truth or foundation).

Mediation event: Meeting, intervention or other event specifically designed and arranged with the goal of a satisfactory outcome.

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.

PRINCIPLES TO SUPPORT THIS POLICY

1. Only the parties directly involved in lodging or investigating or mediating an appeal will have access to information about the appeal.



2. All parties will be provided with equal opportunity for discussion and response. No assumptions will be made, and no action will be taken until all relevant information has been collected and considered.
3. Discussion of the matter by parties to the appeal with other AIS stakeholders, or other parties either internal or external is not permitted
4. AIS reserves the right to seek expert advice as to the appropriate action to be taken in regard to the outcome of an investigation.
5. Stakeholders may have an advocate present throughout the process.
6. All AIS stakeholders have the right to access the appeal process fairly and equitably.
7. No action will be taken against any individual or entity for lodging a valid appeal or assisting someone to lodge or manage a valid appeal.
8. AIS will take all necessary steps to ensure that victimisation does not occur against anyone who lodges or is involved in a valid appeal.
9. AIS reserves the right to take appropriate action against an individual or entity that lodges a Frivolous or Malicious appeal, or knowingly lodges a false appeal.
10. All appeals will be dealt with as quickly and transparently as possible.
11. AIS will not under any circumstances tolerate behaviours that breach the fundamental principles of access, equity and fairness.
12. AIS maintains Zero Tolerance in regard to frivolous or malicious appeals.

RESPONSIBILITIES

PRINCIPAL

1. Provide a fair, open and timely process for managing appeals
2. Ensure appropriate documentation is maintained for appeals, including signing the outcome together with the Appellant.
3. Provide the Appellant with a copy of the outcome of the Appeals process

DIRECTOR OF EDUCATION

1. Support the Principal in the implementation of this policy

APPELLANT

1. Ensure that they commence the appeal process within the specified period
2. Supported the Appeal with genuine information and/or evidence.

END OF POLICY