

INTERNATIONAL STUDENT COMPLAINT RESOLUTION POLICY

Rationale of the Peninsula Grammar International Student Complaint Resolution Policy

Peninsula Grammar is a people-focused organisation committed to working with the School community to resolve any complaint in a fair and efficient manner. When problems arise within our International Program or Community we welcome contact to achieve a resolution, recognising that dealing with complaints in a timely and professional manner is of paramount importance.

Aims of the Complaint Resolution Policy

To ensure that all complaints are managed and resolved fairly, efficiently and promptly.

To ensure that the school community is aware of the processes employed by the school to achieve resolution of any complaint.

To ensure that complaints are handled in a confidential and professional manner.

To ensure that complaints are handled in accordance with the principles of procedural fairness.

Complaint Resolution Principles

When engaging in the Complaint Resolution Procedure set out below, all parties must:

Respect the requirement to adhere to the Complaint Resolution Procedure.

Be considerate of each other's views and roles in the Complaint Resolution Procedure.

Be focused on resolution.

Respect the privacy and confidentiality of those involved, as appropriate; and Act cooperatively and in good faith.

Where the above principles are not observed it may be difficult to reach a resolution.

Complaint Resolution Procedure

The School will adopt a five-phase approach when responding to complaints. A flow chart is available at Appendix One.

A. Notification of Complaint & Acknowledgement

Complaints should be addressed to the Principal.

A complaint may be made in person, via telephone or in writing.

Where possible, a complaint should include the following information:

Name and contact details of the complainant.

Dates and times of any specific incidents relevant to the complaint.

Names of any students or staff relevant to the complaint.

Any outcome being sought.

Complainants will receive written acknowledgement of their complaint within 2 business days which will:

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B. Investigation & Response

To provide a considered response to any complaint, the Principal will appoint a Complaints Manager to undertake an investigation of the complaint and provide a response of their findings to the complainant within a period of 3 to 5 working days.

If the complaint is of an urgent nature the School will endeavour to provide a considered response as soon as practicable after receipt of the complaint.

The international student has the right to select a support person to assist them throughout all the processes including attending all meetings with them as detailed below.

The considered response will include the following:

Any investigations undertaken and the findings, subject to Privacy Legislation.

The school's position with respect to the complaint; and

A recommended resolution.

All responses are to be approved by the Principal.

C. Resolution

Resolutions will vary from case to case depending on the nature and circumstances of each complaint. Resolutions could include, but are not limited to:

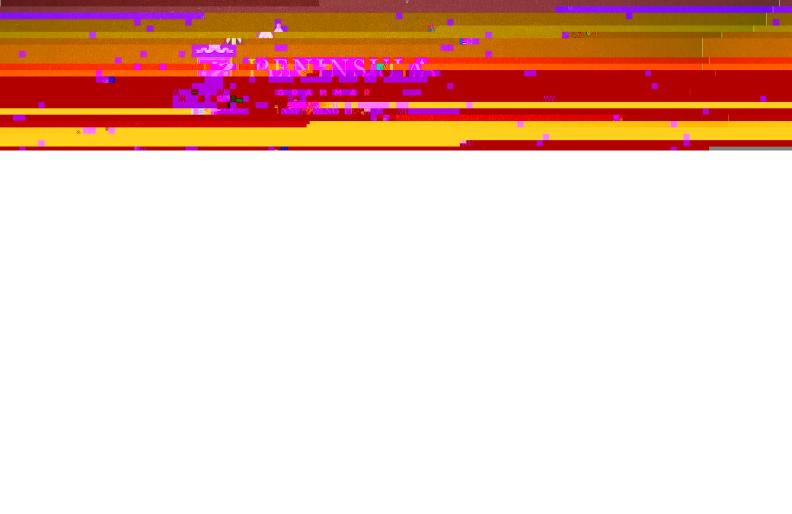
Acknowledgement of the complaint circumstances.

Reassurance of the complainant.

A verbal or written apology.

Disciplinary action; and/or

Any other appropriate resolution that may be appropriate in the circumstances.







INTERNATIONAL STUDENT COMPLAINT RESOLUTION POLICY – APPENDIX 1

