

# 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:

- Confirm the nature of the complaint

## **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**

COMPLAINT PROCESS	REVIEW PROCESS
	