



Complaints Handling Policy

AUSTRALIAN INTERNATIONAL ACADEMY OF EDUCATION

Complaints Handling Policy

Australian International Academy of Education (AIAE) welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

For the purposes of this policy, we use the terms “staff” and “staff member” to include all teaching and non-teaching staff, AIAE Board members, volunteers, contractors and external providers.

What is a Complaint?

A complaint is an expression of dissatisfaction made to AIAE, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Complaints about child abuse, grooming or other harm, or other breaches of our Child Safe Codes of Conduct, relating to conduct by:

- current or former staff members
- current or former students
- other people on AIAE premises or at AIAE events are managed differently to other complaints.

Refer to the section at the end of this policy – Complaints About Child Safety Incidents or Concerns at or Involving the AIAE or its Staff Members – for more information.

AIAE'S Commitment

AIAE is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Policy in line with:

- Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety's “Complaints Handling Guide: Upholding the Rights of Children and Young People”,
- the international complaints handling standard (ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and
- the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the AIAE's commitment.

Informal Complaints Resolution

The vast majority of issues causing concern at AIAE can be handled quickly and in an informal manner. We therefore ask that, where appropriate, you first raise your concern directly with the relevant staff member. Even if the issue is resolved informally, all staff are required to log issues through an email to AIAE, so we are able to identify any systemic issues arising, and take appropriate rectification action.

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How do I make a formal complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to the relevant campus or Head office or,
2. Telephoning the relevant campus and asking to speak to the student's Deputy Head, Team Leader/Year Level Co-ordinator.

KKCC kkcc@aia.vic.edu.au 9354 0833

MSC msc@aia.vic.edu.au 9350 4533

CSPC cspc@aia.vic.edu.au 9117 9252

CSSC cssc@aia.vic.edu.au 8372 5446

Internal Complaints Handling Process

- Step 1** – All formal complaints are screened by Deputy Heads and Head of Campus, or in the case of complaints against the Head of Campus by the Executive Principal, or in the case of complaints against the Executive Principal by the Chair of the AIAE Board.
- Step 2** – All valid complaints will be acknowledged in writing, as soon as practicable, and allocated a status, priority and target resolution date. It is our policy, where possible, to resolve all disputes within 14 days.
- Step 3** – One or more of Deputy Head/Head of Campus/Executive Principal/Board Chairperson will conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.
- Step 4** – Following the determination, if appropriate, the senior person involved will formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.
- Step 5** – Internal reviews: If the initial response is not acceptable the matter will be reviewed internally by the Executive Principal or the Executive Principal's delegate, who may seek additional information or submissions from the relevant parties. The Executive Principal or their delegate seek to resolve all disputes within 14 days from the date that the review process is initiated. The matter will be closed if the response of the Executive Principal, or their delegate, is accepted.
- Step 6** – All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.
- Step 7** – If the matter remains unresolved, the complainant may pursue external resolution alternatives.

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Overseas Students

If an overseas student is not satisfied with the outcome of AIAE's internal complaints handling process, they may lodge an external appeal through the Overseas Students Ombudsman (OSO) which investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The services of the OSO are free. The contact details for OSO are as follows:

- Call:** 1300 362 072 within Australia. Outside Australia call +61 2 5117 3600.
- Enquiries:** 10:00am to 4:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
- Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.
- Website:** <https://www.ombudsman.gov.au/complaints/international-student-complaints>

AIAE agrees to be bound by OSO's recommendations, and will ensure that any recommendations made are implemented within 30 days of receipts of the report.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. AIAE is committed to maintaining the confidentiality of information throughout the complaints process and will be in line with the AIAE Privacy Policy.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

Complaints about Child Safety incidents or concerns at or involving AIAE or its staff members

Complaints about or allegations of:

- breaches of the Child Safe Codes of Conduct,
- child abuse, grooming or other harm of a current or former student by:
 - current or former staff members
 - current or former students
 - other people on AIAE premises or at AIAE events.
- "reportable conduct" as defined in the Child Wellbeing and Safety Act 2005 (Vic) and,
- other child protection/child safety related staff misconduct

are managed by the AIAE in a different manner to other complaints.

This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters. We refer to these as "Child Safety" related complaints.

If your complaint is a "Child Safety" related complaint, please make your complaint to: The Senior Child Safety Officer or Head of Campus, or if this person is the subject of your complaint, please notify the Executive Principal.



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If the complaint is about the Executive Principal then please notify Chairperson of the AIAE Board, board@aia.vic.edu.au.

For information about how the AIAE manages "Child Safety" related complaints, as well as any child safety incidents or concerns at or involving AIAE or its staff members, please refer to our Child Safety and Wellbeing Policy, available on our public website.

**ADVANCEMENT
DETERMINATION
FAITH**

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Australian International Academy of Education

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