

## Complaints Handling Policy and Guide

The Australian International Academy (**the Academy**) welcomes feedback from all members of the Academy community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

### What is a Complaint?

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

### The Academy's Commitment

The Academy is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program which allows us to effectively capture, manage and report on complaints.

### How do I make an Informal Complaint

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with appropriate staff members.

If you have an informal complaint, concern or query, please continue to be in touch directly with the school's office administration via [adminkellyville@aia.nsw.edu.au](mailto:adminkellyville@aia.nsw.edu.au) for Kellyville or [adminnsw@aia.nsw.edu.au](mailto:adminnsw@aia.nsw.edu.au) for Strathfield. The school administration remain your first point of contact and will likely be able to resolve your grievance with you directly or make arrangements for further discussion to resolve your grievance. This includes any grievances relating to staff which will be managed via the Principal in the first instance.

### How do I make a Formal Complaint

For any **unresolved complaints or concerns, or for any sensitive matters** that you may not feel comfortable sending to the administration email, please contact us as follows:

1. By email to [complaints@aia.nsw.edu.au](mailto:complaints@aia.nsw.edu.au) – this designated Complaints Email is monitored by the Academy's Legal and Compliance Officer who will confidentially review your concern and forward to the appropriate Complaints Officer to manage and respond.
2. Writing a letter to the Academy addressed to the Legal and Compliance Officer.
3. Telephoning the Academy and asking to speak to your child's supervisor/Principal or the Legal and Compliance Officer.

All formal complaints will be logged and managed in accordance with the following procedure.

### Our Internal Complaints Handling Process

**Step 1** -All formal complaints are logged by the Legal and Compliance Officer and allocated to a Complaints Officer depending on the nature of the complaint and who the complaint relates to.

Complaints relating to the Principal	Referred to the Academy Head
Complaints relating to the Academy Head	Referred to the School Board
Complaints relating to the School Board	Referred to a Board delegate
All other formal complaints (i.e. staff, curriculum, activities)	Referred to appropriate Complaints Officer based on nature of complaint

**Step 2** – All valid complaints will be acknowledged in writing, as soon as practicable, and you will be informed of who will be managing your complaint.

**Step 3** – The Complaints Officer shall conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.

**Step 4** - Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

**Step 5** - If the initial response is not acceptable the matter will be reviewed internally by the Principal or the Principal’s delegate, who may seek additional information or submissions from the relevant parties. The Principal or their delegate seek to resolve all disputes as soon as practicable based on the information available to them throughout the process. The matter will be closed if the response of the 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.

**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. The Academy is committed to maintaining the confidentiality of information throughout the complaints process.

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 and Allegations of Staff Misconduct or Reportable Conduct**

Complaints and allegations of staff misconduct and/or reportable conduct are managed by the Academy in a different manner to other complaints on the basis of a set of different legal obligations.

If your complaint relates to alleged staff misconduct or reportable conduct (child related offences) please send your complaint to the complaints email ([complaints@aia.nsw.edu.au](mailto:complaints@aia.nsw.edu.au)) and your complaint will be referred to the Principal or their delegate. For any complaints relating to the Principal, your complaint will be referred to the Academy Head.