



COMPLAINTS POLICY 2024

OUTCOME 21; DEALING WITH COMPLAINTS(clauses 82 / 83 of the Code of Practice)

DEFINITION

A complaint means an approach to the school by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrollment at the school. Complaints may relate to pastoral care, accommodation, the education programme, or any other element of the student's enrolment. Complaints can be made formally or informally and are dealt with through the school's internal complaint procedures.

Where a student is unable to access a school's internal complaint process or is dissatisfied with the outcome of that process, a formal approach may be made to the Code Administrator/DRS or iStudents complaints.

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve complaints by students or their families.

This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Rationale

To ensure that all international school learners have access to proper and fair procedures for dealing with complaints.

If we comply with Outcomes 13-20 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a formal complaint is laid.

To ensure that complaints are dealt with fairly and effectively, we must have clear and robust processes in place.

Process for Managing Complaints

The school will ensure that its procedures for dealing with complaints will include the following:

1. A clearly communicated effective internal process for international students, their parents, or other parties to raise a complaint and have it resolved.
2. Clearly defined internal procedures which the school follows to resolve complaints from international students, their parents, or other parties.
3. An undertaking to deal with all complaints in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe.
4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a school's internal process.
5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules.

6. An undertaking that the school will advise the Fairfield Intermediate School Learners of the availability of recourse to the Code administrator or relevant authority if a Fairfield Intermediate school international learner cannot access the internal complaints process or is dissatisfied with the outcome or experience of using that process.
7. An undertaking that the school will advise the Fairfield Intermediate School Learners of how to make a complaint to the code administrator or to seek resolution of a financial dispute under the relevant Dispute Resolution Scheme
8. An undertaking that the staff member in charge of the international student programme will report directly to the Principal on the operation of the Complaint Policy.

Evidence:

1. Information on Fairfield Intermediate School Website
2. Information in Fairfield Intermediate Parent Handbook and Student Orientation Documentation
3. Documentation and advice in the Application form for Fairfield Intermediate School International learners
4. Agent Agreement outlines the duty of the agent to make this information available and translated to prospective international student learners and their families
5. Information displayed in classrooms and the International Department at Fairfield Intermediate School

Review

The school will review procedures relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

REVIEW:

This Complaints Policy will be reviewed **annually**.

Approved Date: June 2023

Review Date: June 2024

Signature: (Director of International Students).....

Signature (Principal).....

Signature(Board of Trustees Chairperson)