

EXECUTIVE DIRECTIVE

All Staff
All Parents
All Students

COMPLAINTS AND APPEALS PROCESS

Complaints involving a student

Where there is a complaint, a decision to appeal or a grievance involving a student, the following procedure is available and should be used by students or their parents/nominated suitable relative. Any complaints or appeals will be responded to.

At all times, grievances will be addressed using the philosophy upon which the school is based. These policies – and assistance in locating them - are available to parents and students at all times from the school office.

1. All complaints/appeals must be in writing. Parents/nominated suitable relative or students are to give specific details of what has occurred or the decision being appealed. The report should be submitted to the Deputy Principal as soon as possible.
2. Any complaint or appeal received will be responded to, and the assessment of the complaint or appeal will be dealt with in a professional, fair and transparent manner and will be documented by all terminals seen. A support person may accompany and assist the student, parent or nominated suitable relative at any relevant meetings.
3. Processing will commence within 10 working days of receipt of the complaint/appeal and all reasonable measures will be taken to finalise the process as soon as practicable.
4. The Deputy Principal will arrange a time to see the student in person to discuss their situation and work out a resolution.
5. If the student/parent is not satisfied with the outcome, an appointment should be made to see the Quality Assurance Manager who will take the necessary actions after carrying out an internal investigation.

6. If the matter remains unresolved, the student/parent should make an appointment to see the Principal who will work with them and the staff to find the best solution for all concerned.
7. The student will be given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
8. Should the internal appeals process of the school fail to satisfactorily conclude the matter, the student should contact the Continental Office of Applied Scholastics in Sydney for resolution.
9. There is also the option to contact the Ombudsman for dispute resolution. Their website can be found at <http://www.ombudsman.gov.au/>. There may be a minimal charge where an external body is involved, but there is no charge any internal complaint resolution.
10. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, the School will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision, and advise the student of that action.

Good communication between staff, students and parents/nominated suitable relative is the best remedy for any non-optimum situation. Our staff are very approachable and will do their best to help you have a successful and rewarding education at The Athena School.

Complaints involving staff members

Where a parent or carer becomes aware of any complaints or allegations with regards to staff misconduct or reportable conduct of staff or other members of the school's community, they should report it in writing, as soon as possible, directly to the Principal (or in the case of a complaint regarding the Principal, directly to the Business Manager or Board of Directors).

The process for dealing with such a complaint follows both School procedure (as detailed above) but also takes into account all requirements for reporting (and investigating) such conduct in accordance with direction from the relevant governing bodies.

Please refer to the School's Child Protection Policy for further information regarding reportable conduct.

The Information Packs provided by the school to the students and parents/nominated suitable relatives outline the avenues of assistance available to you, both internally and externally. You should know your rights and your responsibilities as a Student.

All complaints/appeals, whether formally or informally resolved will be documented and all written correspondence kept on file.

Approved by the
Executive Council
The Athena School Ltd

