




<b>AIHS Policy and Procedure</b>		
<b>Doc #: PP - 2.1</b>	<b>Title: Complaints and Appeals</b>	
<b>Guidelines: 3.13</b>		
<b>Rev #: 3</b>	<b>Approved By: School Principal</b>	<b>Date: 14/01/2025</b>

#### 4.0 Responsibilities


**4.1 All Staff at ACA** – Responsible for understanding this policy and procedure and knowing what to do when a customer feedback, complaint or appeal is received.

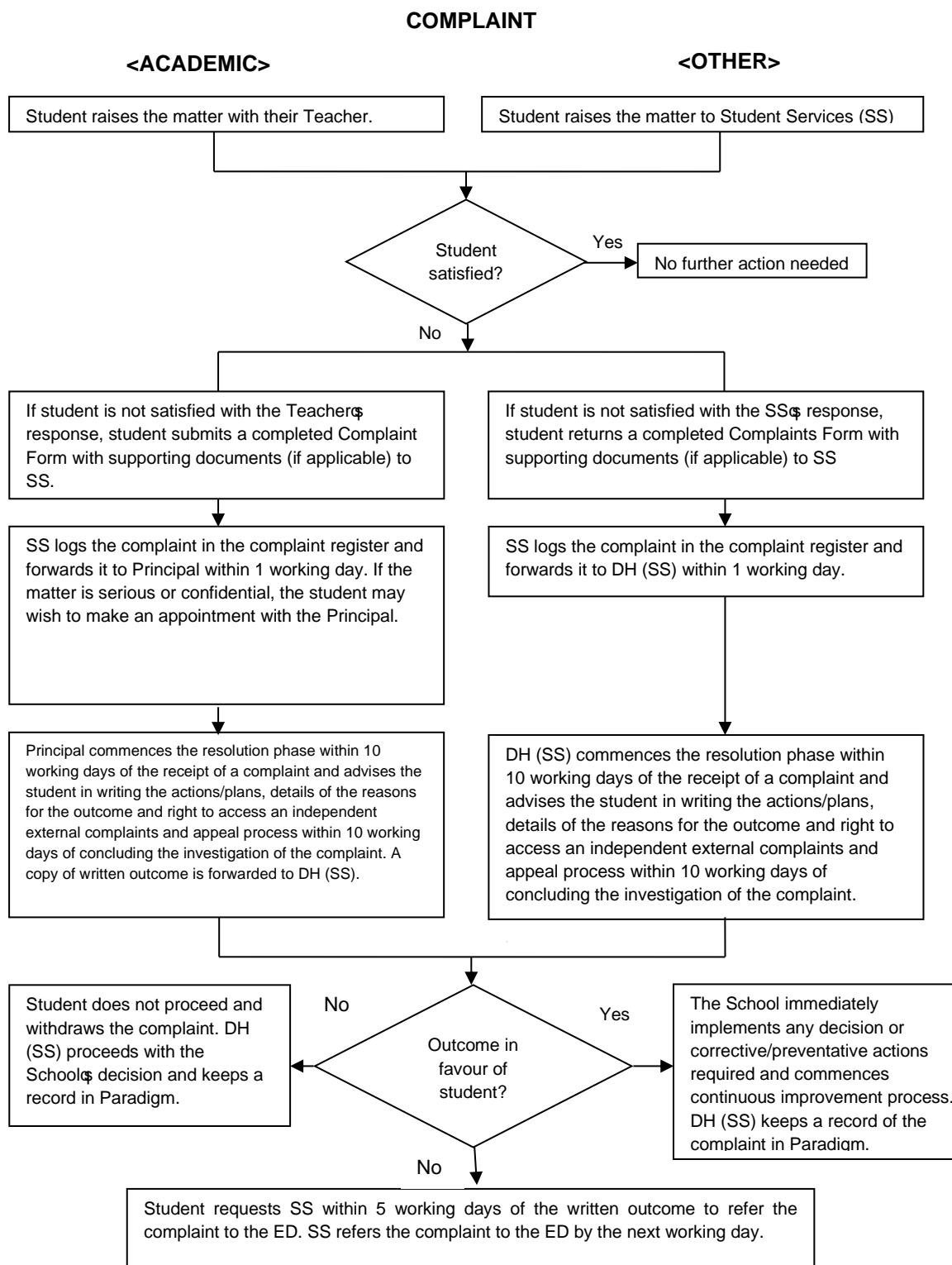
**4.2 Designated Head (DH) – Student Services (SS), Marketing, and Principal /Executive Director (ED)** – Responsible for ensuring that all feedback, complaints and appeals are dealt with fairly and timely.

**4.3 Student Services (SS) Department** – Responsible for communicating progress and outcome to students and logging and maintaining all records in student file and also in complaint/appeals login the feedback file.

#### 5.0 Procedure

##### 5.1 Process Flowchart

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complaint, DH (SS) proceeds with the School's decision and keeps a record in Paradigm.

**5.2.1.8** OSO investigates and informs student and the School of outcome. The appeal




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### 5.5 External Appeal

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Minutes of meetings at which actions arising from complaint/appeal were agreed on;  
Changes to systems and/or processes to address the inadequacy that led to the complaint/appeal or to improve operations.

**5.7.2** DH (SS) will record the complaint and its resolution in the School's Complaints Register that will allow identification and detail of the following:

Submission date of complaint;  
Nature and description of complaint;  
Date/s when cause of complaint occurred;  
Attachments (if applicable);  
Determined resolution including reasons for any decision;  
Date of resolution; and/or  
Date written statement of outcomes was sent to student.

**5.7.3** The outcome of the complaint/appeal and the reasons for the outcome will be placed in the student file and on Paradigm.

**5.7.4** DH (SS) will monitor and annually review the complaints and appeals as part of their continuous improvement process.

## **5.8 Forms of Feedback**

**5.8.1** Feedback or complaints can be provided to the School by various means.

These include:

Complaint Form;  
E-mails; or  
Verbal feedback to staff of AIHS.

## **6.0 References**

**6.1** Management Review (Continuous Improvement) Policy and Procedure

## **7.0 Appendices**

**7.1** ACA Complaint Form  
**7.2** AIHS Appeal Form  
**7.3** ACA Complaints Register  
**7.4** ACA Unsuccessful Appeals Letter