COMPLAINTS AND APPEALS POLICY

1. Purpose
   (a) The purpose of Kincoppal-Rose Bay School's Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
   (b) The Internal Complaints and Appeals processes are conciliatory and non-legal.

2. Complaints against other Students

   Grievances brought by a student against another student will be dealt with under the School's Behaviour Management Policy (Senior)/(Junior).

3. Informal Complaints Resolution
   (a) First, Kincoppal-Rose Bay School requires that there is an attempt to informally resolve the issue through mediation or informal resolution of the complaint.
   (b) The student should contact the Year Co-ordinator in the first instance to attempt mediation/informal resolution of the complaint.
   (c) If the matter cannot be resolved through mediation/informal resolution, it will then be referred to the Principal/Director of Boarding and Kincoppal-Rose Bay School's internal formal complaints and appeals handling procedure will be followed, i.e.
       Boarding Director of Boarding
       Academic Director of Curriculum
       All other matters Deputy Principal

4. Formal Complaints Handling Procedure
   (a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those persons directly involved in the complaints handling process.
   (b) The student must notify the School in writing of the nature and details of the complaint or appeal.
   (c) Written complaints or appeals are lodged with the Principal.
   (d) Where the Internal Complaints and Appeals process is being accessed because the student has received notice from the School that the School intends to report the student for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
   (e) Internal Complaints and Appeals processes are usually available to students at no cost. Should a cost be incurred then the student will be advised of the minimal amount involved.
   (f) Each complainant has the opportunity to present her case to the Principal.
   (g) Students may be accompanied and assisted by a support person at all relevant meetings.
   (h) The formal grievance process will commence within ten (10) working days of the lodgement of the complaint or appeal to the Principal.
   (i) Once the Principal has made a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reason(s) for the outcome.
   (j) If the grievance procedure finds in favour of the student, Kincoppal-Rose Bay
School will immediately implement the decision and any corrective and preventative action required.

(k) Kincoppal-Rose Bay School undertakes to finalise all grievance procedures within ten (10) working days.

(l) The student is required to maintain normal enrolment and attendance at all classes during the appeals process unless the School determines otherwise.

5. External Appeals Process

(a) If the complaints procedure does not find in favour of the student, or the student is dissatisfied with the result of the complaints procedure, the student will be informed of the External Complaints and Appeals process available at minimal or no cost.

(b) The external body used for Kincoppal-Rose Bay School's External Complaints and Appeals processes is the Association of Independent Schools (AIS).

6. Definitions

(a) **working day** - any day other than Saturday, Sunday or public holiday during term time

(b) **student** - a student enrolled at Kincoppal-Rose Bay School, or the parent(s) / approved guardian of a student where that student is under 18 years of age

(c) **support person** - a friend/teacher/relative not involved in the grievance. It should be noted that the student's lawyer and/or education agents are not regarded as acceptable support persons at this stage of the complaints handling process.