

<b>PROCEDURE</b>	<b>FFPOS COMPLAINTS AND APPEALS</b>
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<b>P-7-9</b>	VERSION	1	ISSUE DATE	25 MARCH 2010
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	APPROVED	PRINCIPAL	ISSUE DATE	25 MARCH 2010

	<i>Statement / Action</i>	<i>Responsibility</i>
<b>1.</b>	<b>Purpose</b>	
1.1	The purpose of the 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.	
1.2	The internal complaints and appeals processes are conciliatory and non-legal.	
<b>2.</b>	<b>Complaints Against Other Students</b>	
2.1	Grievances brought by a student against another student will be dealt with under the School's Rules.	
<b>3.</b>	<b>Informal Complaints Resolution</b>	
3.1	In the first instance, the School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.	Head of School
3.2	Students should contact the Head of School in the first instance to attempt mediation/informal resolution of the complaint.	Student
3.3	If the matter cannot be resolved through mediation, the matter will be referred to the Headmaster and the School's internal formal complaints and appeals handling procedure will be followed.	Head of School
<b>4.</b>	<b>Formal Complaints Handling Procedure</b>	
4.1	The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.	
4.2	The student must notify the School in writing of the nature and details of the complaint or appeal.	Student
4.3	Written complaints or appeals are to be lodged with the Headmaster.	Student
4.4	Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report him/her 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.	Student
4.5	Internal complaints and appeals processes are available to students at no cost.	
4.6	Each complainant has the opportunity to present his/her case to the Headmaster.	Student
4.7	Students may be accompanied and assisted by a support person at all relevant meetings.	Student
4.8	The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Headmaster.	Headmaster
4.9	Once the Headmaster has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome.	Headmaster
4.10	If the grievance procedure finds in favour of the student, the School will immediately implement the decision and any corrective and preventative action required.	Head of School
4.11	The School undertakes to finalise all grievance procedures within 10 working days.	Headmaster
4.12	For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.	Student

<b>5.</b>	<b>External Appeals Process</b>	
5.1	If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.	Head of School
5.2	The external body used for the School's external complaints and appeals process is the Association of Independent Schools.	
<b>6.</b>	<b>Definitions</b>	
6.1	Working Day - <i>any day other than a Saturday, Sunday or public holiday during term time</i>	
6.2	<i>Student - a student enrolled at Pittwater House Schools or the parent(s)/legal guardian of a student where that student is under 18 years of age.</i>	
6.3	Support person - <i>a friend/teacher/relative not involved in the grievance. (Lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process).</i>	