Policy Owner: Senior Management Team

Developed: December 2020

Next Review: December 2021



1. What is a Complaint?

1.1.A complaint is an expression of dissatisfaction made to Alphington Grammar School, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

2. Alphington Grammar School's Commitment:

- 2.1. Alphington Grammar School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management Customer satisfaction Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).
- 2.2. Our Complaints Handling Program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the school's commitment. Our internal complaints handling process are available at no cost.

3. How Do I Make a Complaint:

- 3.1. We ask that, where appropriate, you first raise the matter directly with the relevant staff member.
- 3.2. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager on (03) 9497 4777 or at info@ags.vic.edu.au
- 3.3. If you have been unable to resolve a matter informally, or simply wish to make