

## COMPLAINTS AND APPEALS FORM

Please use this form if lodging a complaint or appealing against a procedure/decision by Sea School International.

### Nature of the complaint/ appeal

General Assessments  Fees  Staff  Other/ please advise \_\_\_\_\_

### Information for complainant

- You can lodge this form at the reception desk or email it to the Recreational Licencing Manager via [bridgette@seaschool.com.au](mailto:bridgette@seaschool.com.au)
- We will investigate your complaint and you will be notified of the outcome of the investigation and any further steps to be taken no later than 28 days after the complaint has been received.

Student name:		
Mobile phone number:		
Email address:		
Course completed:		
Does your complaint involve behaviour by a staff member?	Yes / No	
Have you reported your complaint to any other agency?	Yes / No	
If yes to whom?		
<b>Complaint Summary</b> Please outline the reasons for your complaint. If necessary, attach an extra page to outline the complaint. Any documentation that supports your complaint should also be provided (copies only).		

**Desired Outcome:**

What is the desired outcome for this complaint? (from you)

**Declaration**

All of the information provided is true and correct to the best of my knowledge. I am willing to provide additional feedback to the school if required.

Student signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Office Use Only**

Receiving officer	
Position	
Date	

 The complaint was lodged  in person  by telephone  in writing  by email

**Student's response to proposed actions:**

1. Accepts and agrees  File copy in Student Record  Corrective action taken to prevent event from reoccurring

Corrective actions to be implemented:

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2. Further action required  Contact student within 5 working days to guide student

**Our commitment to you**

We will only use the information provided on this form to resolve your complaint. We will usually provide the information you give us to other staff within this organisation that may have information relevant to your complaint so that it can be managed fairly.

Your personal information will not be provided to any person you are complaining about, unless it is specifically required to ensure your complaint is appropriately dealt with. None of the information you provide on this form will be disclosed outside of the business without your permission, unless we are required to do so by law.

Any complaint will be handled fairly, recognising the rights of both the person making the complaint and the School and person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

Sea School will respond to complaints in a timely manner and ensure the client is kept informed of progress in the resolution of the complaint and of any undue delay.

**In any event, the process:**

1. Must commence within 10 working days of the formal lodgement of the complaint;
2. Standard complaints should be resolved within 28 working days; and
3. Complex complaints may take longer to resolve albeit a target of 40 working days applies.

Sea School will be transparent and accountable in relation to client complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback. At any point a complaint may be withdrawn by the complainant. All staff members are aware of this process and procedure.

Sea School will collect data and maintain records of complaints received and their outcomes. These will be analysed by Management as a standard agenda item at the next Staff Business Meeting and also assessed annually as part of Sea School's continuous improvement strategy.

Where a student chooses to access the complaints and appeals processes the student's enrolment must be maintained pending the outcome. However, if the complaint is vexatious or trivial the chief Executive officer can intervene and refuse to proceed further. Where any complaint handling or appeal process results in a decision that supports the student, Sea School International must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

This policy and procedure is available to all academic and administrative staff in the Sea School Policies and Procedures Handbook. This policy and procedure will also be made available to all prospective and enrolled students on the Sea School website and addressed during any orientation program. It is also available through student administration or the Student Support Officer.

Details of all complaints and appeals (grievances), whether informal or formal, and whether academic or non-academic matters, are recorded and stored in the Complaints Register in the Chief Executive Officer's office, and in the student's file(s). These records will be treated as confidential, retained for five years and parties to the grievance process can have appropriate supervised access to these records. Please read the Complaints and Appeals Policy for further details.