

# TKIS



## Complaints & Appeals Pledge

(Including the school's CRICOS policies):

Being the best that we can be...

As a school, we're seeking a 100% approval rating, but if you feel we've gotten something wrong, then a complaint can be made to the school regarding any aspect of its operations including our CRICOS (overseas students) operations, the conduct of the school's staff or students of the school and any third parties providing services on behalf of the school, the school's RTO, CRICOS courses, fees, charges, refunds or any other policies.

The school will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process. All formal complaints and appeals will be heard and decided on within sixty (60) calendar days of receiving the written complaint or appeal. If the school considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

Definition: An appeal (for the purpose of this policy) is: a response to a decision made by the school about a previously lodged formal complaint in which you 'appeal that decision' and request that the school reconsider their decision to the original complaint, (usually adding new evidence, etc).

If the processes fail to resolve the complaint or appeal to your satisfaction, a review by an independent party will be provided if requested.

Complaints or appeals in the first instance, should be directed to the Principal in writing, care of the school address (TKIS, 79c Ogilvie Place, Kooralbyn, QLD 4285) or via email to **principal@tkis.qld.edu.au**

If you wish to escalate your appeal to the School Board, which meets every two months, you can address your correspondence to: Board Chairperson, Kooralbyn Campus, 79c Ogilvie Place, Kooralbyn, QLD 4285 or via email to **chair@tkis.qld.edu.au**