

# TKIS



## Complaints & Appeals Policy

(Including the school's CRICOS & RTO 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 RTO, its trainers, assessors or other school RTO staff, school 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, a review by an independent party will be provided if requested.

Complaints or appeals should be directed to the principal (as CEO of the school, the school's RTO and the school's CRICOS registered courses), in writing care of the school address or via email to [principal@tkis.qld.edu.au](mailto:principal@tkis.qld.edu.au)