

Complaints and appeals

If you have a concern or problem with a staff member or something in regards to Avalon College you can do the following:

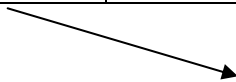
You think there is a problem



Talk to:
Principal (Mrs Brook), Head of Boarding (Mr Parkin), Your classroom teacher
Any staff member



No	<i>Is it OK now?</i>	Yes
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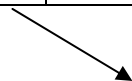
You may like to write down your problem and give this to the Principal (Mrs Brook) or ask a friend or helper to come with you to talk with the Principal (Mrs Brook) about the problem.

You can also ask for help from the Dispute Settlement Centre. They will be able to help you with this problem.

Dispute Settlement Centre
4th Floor, 456 Lonsdale Street, Melbourne
Phone: (03) 9603 8370 - or you can log on to the website:
www.justice.vic.gov.au/disputeinfo

The Principal will listen to your complaint and will investigate it within 10 days of your formally making the complaint or appeal. The Principal will give you a written statement of the outcome of the investigation including reasons for the outcome.

No	Are you happy with the outcome of the complaint investigation?	Yes
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Contact the Dispute Settlement Centre. They will be able to help you with this problem.

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If you make a complaint or appeal there will be no change to your enrolment at Avalon College or the manner in which you are treated by the staff at Avalon College

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Notes:

1. Students may be accompanied and assisted by a support person at any relevant meetings
2. Students can access the Complaints and Appeals process at no cost.
3. The complaints process will commence within 10 working days of the formal lodgment of the complaint or appeal
4. The student who is making a complaint will receive a written statement of the outcome of the complaints or appeal process, including the reasons for the outcome.
5. Avalon College will take all reasonable measures to ensure a complaint or appeal is dealt with as soon as practicable.
6. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, the student can access the external appeals process through The Dispute Settlement Centre at no cost to the student.
7. If the internal or any external complaints handling or appeals process results in a decision that supports the student, Avalon College will immediately implement any decision and/or corrective action and preventative action required and advise the student of the outcome.
8. Avalon College will maintain written records of any formal complaints or appeals.