

COMPLAINTS POLICY: OVERVIEW

Should any party have a complaint about a product, service or process facilitated by AIU and/or any affiliated organisation, that party is encouraged to contact AIU.

AIU will respond to any concern communicated to us as follows:

- We commit that assessment of the complaint or appeal will take place within 10 working days and that we will finalise the outcome as soon as practicable.
- We assure that the party is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.
- We assure that the assessment of the complaint or appeal will be conducted in a professional, fair and transparent manner.
- We commit to provide the party with a written statement of the outcome of the internal appeal, including detailed reasons for the outcome; and
- We maintain written records, including the complaint or appeal, and a statement of the outcome and reasons for the outcome.
- We advise the party that they may contact the relevant state/territory registration authority if the exchange student or parent/guardian is concerned about our conduct with the requirements under regulations; and
- We will ensure that our process described does not hinder a party from exercising his/her rights to other legal remedies.
- We provide all parties with the contact details for the relevant registration authority.
- We will provide a process for the exchange student to lodge a formal complaint or appeal if a matter cannot be resolved informally
- We will ensure that the exchange student is given an opportunity to formally present their case in writing at minimal or no cost, and be accompanied and assisted by a support person at any relevant meetings
- We will explain the internal review process to the student and their parent or guardian.

The state registration authority listed below has the responsibility for the registration or approval, and quality assurance, of schools and organisations, such as AIU who are providing secondary student exchange programs in the respective state or territory:

Victorian Registration and Qualifications Authority (VRQA)
School Projects Unit
Level 2, Lonsdale Street (GPO Box 2317)
MELBOURNE VIC 3001
Ph: (03) 9637 2806
W: [Secondary student exchange programs \(vrqa.vic.gov.au\)](http://vrqa.vic.gov.au)
E: vrqa.student.exchange@education.vic.gov.au

NB: There are equivalent local authorities in all jurisdictions that AIU has Third Party Arrangements.

POLICY APPROVER

Ken Okamoto



General Manager, AIU Approved: 30 November 2024

REVIEW

This policy is to be reviewed by 30 November 2025.

UPDATED: November 2024