



---

Alphington Grammar School welcomes feedback from all members of the school community and takes



- 2.1. Alphington Grammar School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management –Customer satisfaction –Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).
  - 2.2. Our Complaints Handling Program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the **School's** commitment. Our internal complaints handling process are available at no cost.
- 
- 3.1. We ask that, where appropriate, you first raise the matter directly with the relevant staff member.
  - 3.2.