

Complaints and Feedback Policy

Current as at 30 August 2026. This policy sets out how Araya Tuition receives, records and responds to complaints, concerns and feedback.

1. Purpose

Araya Tuition aims to manage complaints and feedback fairly, promptly, confidentially and consistently. Feedback is used to improve student safety, service quality, communication, compliance and program delivery.

2. How Complaints May Be Made

Complaints may be made in person, by phone, by email to reception@arayatuition.com, through a parent or student account, or through another reasonable communication method. Complaints may relate to enrolment, tuition, payments, privacy, child safety, staff conduct, website use, accessibility, discrimination, bullying, attendance, excursions or program activities.

3. Child Safety, Harm and Reportable Conduct

Any concern involving child safety, suspected harm, sexual offending, abuse, neglect, grooming, inappropriate conduct or immediate risk will be prioritised over ordinary complaint handling. Araya will take reasonable steps to protect the child, preserve relevant records and report or escalate the matter where required or permitted by law.

Queensland law includes mandatory reporting obligations for certain professionals under the Child Protection Act 1999 (Qld), and all adults have obligations relating to reporting sexual offending against children under the Criminal Code Act 1899 (Qld), subject to legal exceptions.

4. Complaint Handling Process

Araya will usually acknowledge a complaint within a reasonable time, assess its seriousness, identify any immediate safety issue, gather relevant information, maintain appropriate confidentiality, provide a fair opportunity for relevant parties to respond, and communicate an outcome where appropriate.

Araya may refuse to continue dealing with a complaint that is abusive, vexatious, unlawful, unsafe, made in bad faith or repeatedly raised without new information, while still addressing any genuine safety or legal issue.

5. Records and Privacy

Complaint records may include the complainant's details, the issue raised, people involved, actions taken, outcome, follow-up and supporting documents. Records will be handled in accordance with Araya's Privacy Policy and any legal, insurance, child safety or compliance requirements.

6. External Options

A complainant may contact an external regulator, consumer protection body, police, child protection authority, the Office of the Australian Information Commissioner, Queensland Blue Card Services or another relevant authority where appropriate.