

Complaints & Appeals Policy

投诉与申诉政策 | Effective 24 August 2026

1. Scope | 适用范围

This policy covers concerns about admissions administration, grading procedures, academic integrity findings, conduct decisions, records, transfer credit, graduation review, privacy, and service quality. A disagreement with academic judgment alone is not sufficient; the request should identify an error, procedural issue, new evidence, or inconsistent application of policy.

2. Informal resolution | 非正式解决

Raise the concern with the responsible teacher or office within 10 school days of the event or notice. State the relevant course, decision, date, requested outcome, and supporting information. The office normally responds within 5 school days.

3. Formal complaint or appeal | 正式投诉或申诉

If unresolved, submit a written appeal to the Academic Director within 10 school days of the informal response. The Academic Director acknowledges it within 3 school days, may request further evidence, and normally issues a reasoned decision within 10 school days.

4. Final institutional review | 校内最终复核

A final review may be requested from the Principal within 5 school days where there is alleged procedural error, material new evidence, conflict of interest, or a sanction affecting enrollment or graduation. The Principal's written decision is normally issued within 10 school days and is final within the school.

5. Fairness and records | 公平与记录

No retaliation is permitted for a good-faith complaint. Conflicts of interest must be disclosed and an alternate reviewer assigned. The Registrar retains the complaint, evidence, correspondence, and decision for at least 5 years. Legal or regulatory rights outside the school are not limited by this process.

6. Submission | 提交方式

Academic matters: admissions@kiwiacademy.org or the designated school contact. Records and privacy matters: registrar@kiwiacademy.org. Include only information necessary for review.