

## **PROCEDURE FOR SUBMITTING SUGGESTIONS AND COMPLAINTS**

It is a priority for us – the Management Team, the teachers and all the staff at Regent College International Schools – to create the best learning environment for our students. We want all pupils to enjoy coming to school and we are open to Parent/Carer suggestions and are happy to discuss any issues concerning the school. We take every suggestion and complaint seriously.

This document aims to outline ways in which the Parents/Carers can submit suggestions, requests and complaints and the procedures that the school will follow in addressing them. We can reassure you that no request or complaint will result in any form of discrimination against the pupil.

We are convinced that many issues and problems can be resolved by talking them through with the class teacher (or in cooperation with the class teacher if the matter involves another teacher). Therefore we insist on speaking to the class teacher first before arranging a meeting with a senior member of the staff. You can submit your requests, comments and complaints during a conversation with a teacher or in writing. Please explain your suggestion or the reasons for your complaint clearly and in detail. We believe that every problem can be resolved discreetly and calmly.

### **Step 1 – Discussion with the class teacher**

The first point of contact for all suggestions and complaints is the teacher for whom the matter concerns (or the class teacher if the matter is of general character). In the majority of cases the issues and problems that you bring to us will reach a quick and satisfying solution. If the teacher handling the matter decides to consult another teacher or Deputy Director or if the teacher needs time to think the matter through, you will be informed as to when you can expect a reply. The teacher can also ask the guidance counselor/school psychologist or another teacher to join the conversation with the parent.

If the case requires a detailed explanation, you will receive a letter or a report as soon as possible. In the letter you will find the answers to your questions and any measures that will be taken will be listed. The teacher is obliged to write a note about the conversation in the electronic Journal and attach any written correspondence received from the parent.

If the problem is not resolved within two weeks or if the parent or teacher do not reach an agreement, the parent will be asked to move to step 2 of the procedure listed here.

### **Step 2 – Contacting the Deputy Director in Writing**

If the matter has not been resolved on an informal level, the parent should report it in writing.

- a) in the case of primary 1-3 pupil the letter should be addressed to the Early Years and Bilingual Education Deputy Director.
- b) In the case of primary 4-8 pupil or a high school student the letter should be addressed to the Deputy Director for Pedagogical Matters.

After making themselves familiar with the issue, the Deputy Director will decide what steps to take. In the majority of cases the Deputy Director will suggest a meeting within a week from receiving the letter. If the Deputy Director needs to discuss the matter with the teacher, any such conversation will take place before the Deputy Director meets with the parent. A conclusion should be reached during the meeting with the parents. When the Deputy Director decides that all the facts have been presented and discussed, a decision will be made as quickly as possible and the parents will be informed about it in writing. The reasons for making the decision will be clearly stated.

The conclusion should be reached during the meeting with the parents. When the Deputy Director decides that all the facts relevant for the matter have been presented and discussed, decision will be made as quickly as possible and the parents will be informed about it in writing.

If, following the meeting with the Deputy Director, the parents/carers are still not satisfied, they should go to step 3.

### **Step 3 – official written complaint addressed to the Director**

If the parents/carers are not satisfied with the outcome of the procedure described in step 2, they should write a formal letter to the Director, who will consult the matter with the Teachers Council and, if the matter is very urgent, the Director will call a special meeting of the Teachers Council.

The school Director, after taking into account the opinion of the Teachers Council, will make a final decision. The information about the final decision and its justification will be sent to the Parents and Deputy Director no later than a month from the day when the Parents/Carers letter was received.

*Last updated: 27th August 2019*