



# Complaints Management Policy

## **1. Purpose**

The purpose of this policy is to establish a clear, fair, and efficient procedure for the submission, management, and resolution of complaints presented by students, parents/guardians, or members of the community. The objective is to ensure that all concerns are addressed in a timely, confidential, and constructive manner, contributing to the continuous improvement of the school environment.

## **2. Scope of Application**

This policy applies to all complaints related to:

- Educational and evaluation aspects
- Conduct of teaching and non-teaching staff
- Structural conditions, safety, and hygiene of the school
- Administrative management and internal procedure
- Bullying and harassment.

Exclusions: This policy does not apply to matters already governed by specific legal or contractual procedures such as formal disciplinary proceedings, external administrative appeals, etc.

## **3. Definition of a Complaint**

A Complaint is the formal expression of dissatisfaction by a student, parent/guardian, or community member regarding a service provided or not provided, or the manner in which a service was delivered.

## **4. Complaint Submission and Resolution Procedure**

The procedure is structured into three levels to ensure effective resolution at the appropriate level.

### Level 1: Informal Resolution (within 1 working day)

Action: The complainant is encouraged to discuss the issue directly with the person involved (e.g., the teacher, class coordinator, ATA staff) within 24 hours of the event or becoming aware of the problem.

Goal: Quick and amicable resolution.

Outcome: If the issue is resolved, an informal note is made. If not resolved, Level 2 is pursued.

### Level 2: Formal Complaint to the Head of School or Coordinator (within 5 working days)

Submission: If Level 1 fails or if the nature of the complaint requires it, the complainant must complete the Official Complaint Form (available at the Secretary's office). The form must include:

- The identity and contact details of the complainant.
- A detailed description of the event/problem, including the date and time.
- The desired outcome or solution.

Management: The complaint must be submitted to the Coordinator of Didactic and Educational Activities.

Investigation: The Didactic Coordinator initiates an investigation, which may include interviews with the parties and analysis of documentation.

Response: The Didactic Coordinator provides a written response to the complainant within 5 working days of receiving the formal form, specifying the conclusions and actions taken.

### Level 3: Appeal to the School Council (within 20 working days)

Action: If the complainant is not satisfied with the Level 2 resolution, they may submit a written appeal to the President of the School Council within 5 working days of receiving the Didactic Coordinator's response.

Review: The School Council (or an internal delegated committee) reviews the documentation and the handling of the complaint by the Didactic Coordinator.

Final Decision: The School Council formulates a recommendation or a final decision, which is communicated in writing to the complainant and the Didactic Coordinator within 20 working days of receiving the appeal.

## 5. Guiding Principles

Confidentiality: All information related to the complaint will be treated with the utmost confidentiality, disclosed only to the personnel strictly necessary for the investigation.

Fairness and Impartiality: Every complaint will be examined fairly, objectively, and without prejudice. The involved parties will be given the opportunity to state their position.

No Retaliation: No retaliation or penalty will be tolerated against anyone who files a complaint in good faith.

Registration: All formal complaints, related investigations, and resolutions will be registered and archived for a period of five years for monitoring and improvement purposes.

## 6. Monitoring and Review

The Didactic Coordinator will annually present an aggregated report to the School Council on the complaints received, their types, and the corrective actions taken. This policy will be reviewed by the School Council every two years to ensure its relevance and effectiveness.