

Procedure for students' complaints and grievances

1. Introduction:

At our school, we value the satisfaction of our students and take any complaints and grievances seriously. This procedure outlines how to make a complaint or raise a grievance, and how we will address and resolve the issue.

2. Making a complaint or raising a grievance:

Students who wish to make a complaint or raise a grievance should do so as soon as possible to the designated school staff member or the school principal. Complaints and grievances can be made in writing or verbally, and should include details of the issue and any supporting evidence if available.

3. Handling of complaints and grievances:

Upon receipt of a complaint or grievance, the school staff member or principal will acknowledge the receipt of the complaint and conduct an initial investigation. If necessary, they may request further information from the student, the relevant staff member, or any other parties involved.

4. Resolution of complaints and grievances:

The school staff member or principal will work to resolve the complaint or grievance as quickly as possible, and keep the student informed of the progress throughout the process. In some cases, it may be necessary to conduct a more formal investigation, in which case the student will be informed of the timeframe for resolution.

5. Outcome of complaints and grievances:

Once the complaint or grievance has been resolved, the student will be informed of the outcome and any action taken by the school. If the student is not satisfied with the outcome, they may request a review of the decision, which will be conducted by a designated senior staff member.

6. Record-keeping:

All complaints and grievances will be recorded, including details of the issue, the investigation process, and the outcome. This record-keeping is to assist the school in identifying trends and areas for improvement in its policies and procedures.

7. Confidentiality:

All complaints and grievances will be handled confidentially, and information will only be disclosed on a need-to-know basis.

8. Timeframe:

The school will aim to resolve complaints and grievances as quickly as possible, but the timeframe may vary depending on the complexity of the issue.

9. Review:

The school will review its procedures for handling complaints and grievances on a regular basis to ensure that they remain effective and up-to-date.

We hope that this procedure provides a clear and effective process for handling any complaints or grievances raised by our students.