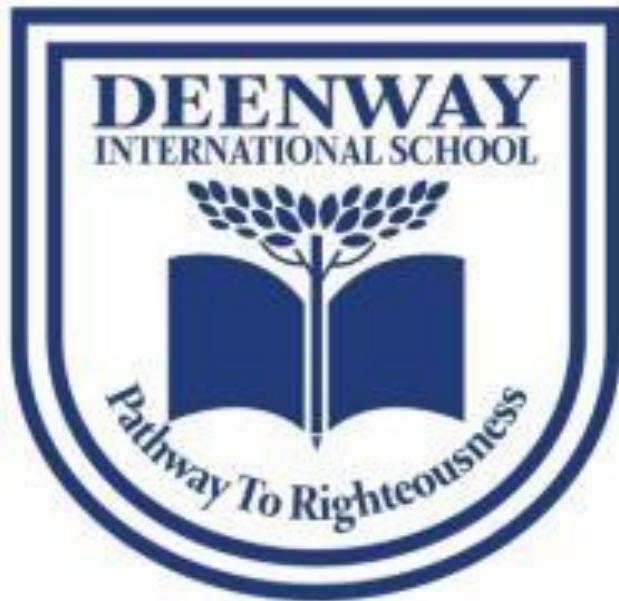


# DEENWAY INTERNATIONAL SCHOOL



## THE COMPLAINT PROCEDURE POLICY OFFICIAL SCHOOL GUIDE 2019-2025

FIRST ADOPTED ON 5<sup>TH</sup> NOV 2019

REVIEWED IN DECEMBER 2024

## Complaints Procedure

All members of Deenway International School are committed to providing a safe environment for all the children in the academy, through the implementation of practices and procedures that promote safeguarding through activities, policies and procedures.

This information contained here-below is a standard guide and procedure to all the Parents / Guardians when **launching an official complaint(s) for deliberations / investigation and actions.**

Deenway international school recognizes its moral and statutory responsibility to promoting the welfare of children. The academy acknowledges that the following framework will be adopted when handling all official complaints by parent(s) and commit to address / resolve any complaint.

### COMPLIANT PROCEDURE

This procedure shall be made available to all the parents and prospective parents of the school.

**1.1 Step one:** if a parent has a grievance or complaint about the school's treatment of their child in the first they should:

- 1.1.1 Approach their child's teacher informally to discuss their concerns.
- 1.1.2 Should the response prove unsatisfactory after a period of 1 working day from the initial approach, the Parent should approach Principal / Assistant Principal directly and have written acknowledgement from the Principal / Assistant Principal
- 1.1.3 The Principal / Assistant Principal must address the complaint **within 24 hours from the date of receiving the complaint, he / she must communicate to the parent** in writing how the complaint was: -
  - Approached, addressed and why it cannot be resolved.
  - The Principal must also communicate to the parent if the complaint is addressed and resolved successfully.

### 1.2 Written complaints:

Should the initial approach to the Principal / Assistant Principal prove unsatisfactory, any parent may put in writing a complaint? The school management / Board of Directors undertakes to respond to this complaint within the 48 hours from the time of launching the complaint.

The written complaint should be addressed to the members of the Board of Directors

### **1.3 Behavior Management Committee:**

If this written complaint procedure does not satisfactorily end the matter, parents may ask for a 3 – panel to hear the complaint. None of these people will have been directly involved in previous consideration of the complaint.

1.3.1. This panel will be convened within two term weeks of this request.

1.3.2. The panel will include **one person who is independent of the management and running of the school**

1.3.3. Parents may attend and **be accompanied at the panel hearing.**

1.3.4. Panel will make findings and recommendations.

1.3.5. The Panel provides for written record to be kept of all complaints and how they are resolved.

1.3.6. The Panel provides that all individuals' complaints are to be kept confidential.

The Panel will make official disclosure to the Principal of school, the complaint has been made. All decision(s) and or recommendation will be given in writing to the Principal of School and all involved parties.

All case file /documents / referrals' will be kept for the record when the case has been resolved.

By the School Management