

## COMMENTS, SUGGESTIONS AND COMPLAINTS POLICY

### PURPOSE AND SCOPE

Given the strong partnership between home, school and the community, Pristine Private school is open to any form of comments, suggestions and shall work to resolving concerns amicably to implement ideas in the best interest of the students, parents, and school.

A **comment** or **suggestion** may be treated as an expression of praise or appreciation directed at staff or a service delivered by the school, a suggested service improvement, or an anonymous complaint where the school has no way to respond.

Comments and suggestions may be communicated respectfully through informal verbal communication or formally via the school reception.

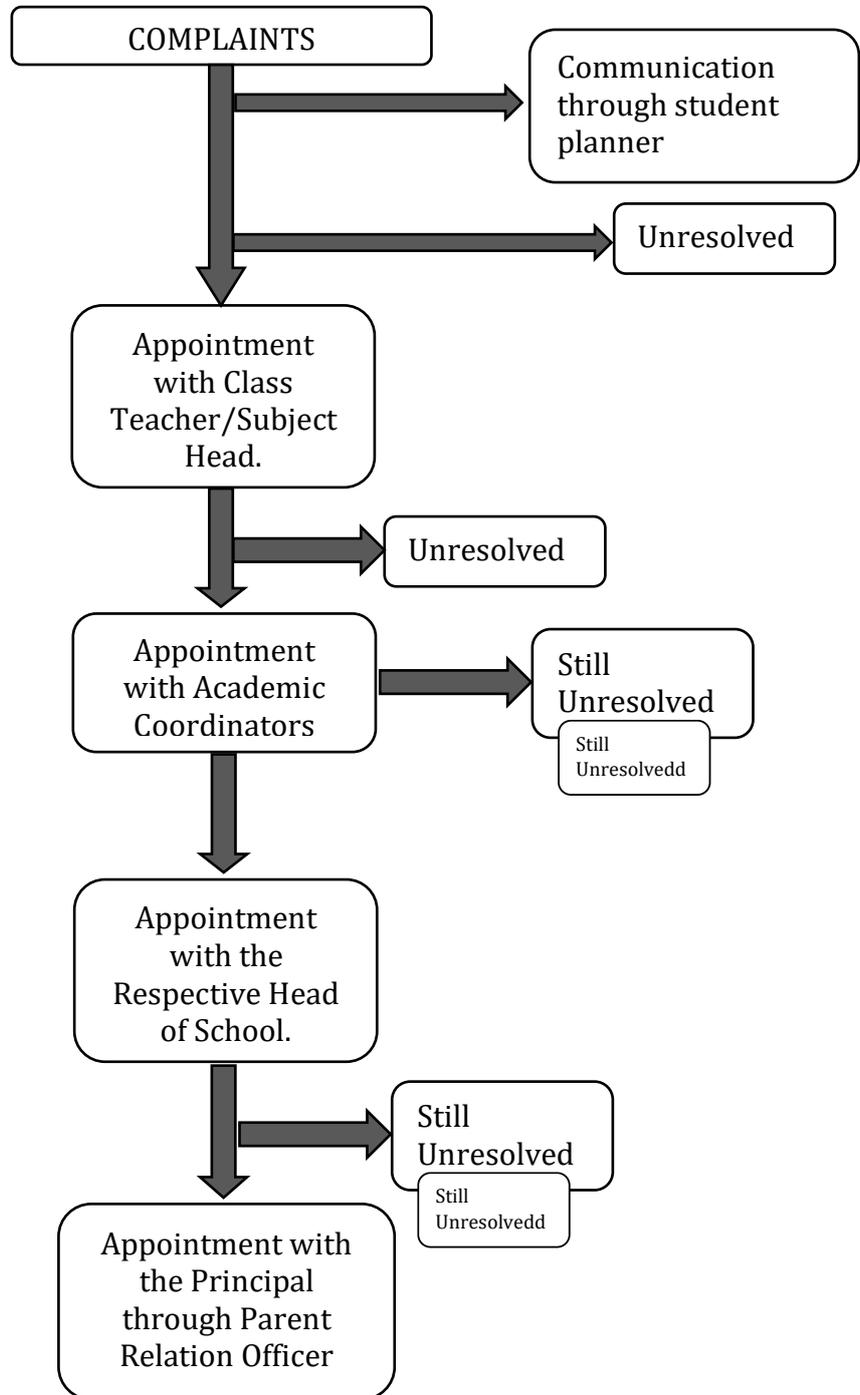
A concern may be treated as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A large majority of concerns can be resolved informally and resolved at the earliest possible stage. This can usually be achieved through discussion and respectful communication between the parents and the concerned school representative.

A **complaint** may be generally recognised as a formal 'expression of dissatisfaction by a school stakeholder about our action or lack of action, or about the standard of service provided by or on behalf of the school.

When complainants want to raise their concerns formally the following procedure should be followed:

**COMPLAINT LOG FLOWCHART**

Please see the **flowchart** to be followed for concerns/complaints related to your child's academics and well-being in school by seeking an appointment:



**Stage:**

1. Teacher: The teacher (class or subject) will be the 1st point of contact as many concerns can be resolved quickly with goodwill, often by making early contact with the class teacher through an appointment.
2. Subject Coordinators – In case unresolved, the parents can seek an appointment with the Subject Coordinators (Senior Management Team).
3. Deputy Head - Junior School.  
Academic Coordinator – Middle School  
Exams Officer – Senior School.
4. Head of Junior School.  
Head of Middle School.  
Head of Senior School.
5. Principal.
6. Board of Governors (Final Stage).

**All appointments to be scheduled through the school reception.**

**COMPLAINT PROCEDURES**

**Parents are advised to adhere to the parent code of conduct and protocols (Please refer to Behaviour Policy on school website) during the meetings:**

- Seeking a prior appointment mentioning your concern helps to outline the purpose and how long you think you may need with the Teacher/Coordinator.
- Express the complaint clearly and concisely.
- Keep it factual and avoid making judgements based on hearsay.
- If more information is needed from you the authorized school personnel investigating/handling your complaint will contact, you.

Any complaint should take a minimum of 5 (school) working days to investigate. All complaints raised will be dealt with in a fair, open and responsive way, with the aim of achieving child/a speedy and satisfactory resolution and in the best interest of the child/student.

For comments, suggestions, concerns and appointments the school may be contacted via the following:

**Email:** [parentcommunication@pristineschool.com](mailto:parentcommunication@pristineschool.com) / [reception@pristineschool.com](mailto:reception@pristineschool.com)

**Telephone:** 04-2675822 / 2674299

<b>Policy Details</b>	<b>Comments, Suggestions and Complaints Policy</b>
<b>Version Date</b>	<b>August 2020</b>