



## KALUGA INTERNATIONAL SCHOOL COMPLAINTS POLICY AND PROCEDURES

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We are proud of our friendly and open atmosphere at Kaluga International School, as well as our tolerance and respect for one another's divergent viewpoints. If you have any questions or concerns, please contact us as soon as possible so that they can be resolved to the satisfaction of both individuals and the community. We prefer that complaints are resolved in an informal and friendly manner between the parties involved. If this is not possible, the following procedure should be followed. This procedure may be used by students and parents who wish to resolve a complaint.

The principles are as follows:

1. Wherever possible, we will treat complaints confidentially.
2. We will not retaliate against anyone who lodges a legitimate complaint.
3. Prior to taking any action, all pertinent facts will be established and fairly examined.
4. We recognize that in some instances, individuals do not intend to offend others; rather, they are misunderstood.
5. Parents and students may address their concerns, complaints, or issues to any member of staff.
6. The following individuals bear a special responsibility for listening to and resolving complaints:

- Subject Specialists/Homeroom Teachers
- Coordinators
- Head of School
- Pedagogical Leadership Team





## **Procedures:**

### **Stage 1: Informal Resolution**

We prefer that complaints are resolved in an informal and friendly manner between the parties involved. If a student or parent has a complaint about a member of staff, they should act immediately and either:

- speak directly to the individual responsible, if appropriate, or
- write to the individual responsible, outlining the nature of the complaint, or
- ask a mediator to facilitate a conversation between the parties involved

In the majority of cases, this method will resolve the issue immediately.

If your grievance remains unresolved, you should:

- contact the Homeroom Teacher or Subject Specialist for guidance or to speak with the person responsible on your behalf or,
- If the complaint is about the KIS staff member, contact the Coordinator.
- if the complaint is about the Coordinator, contact the Head of School.

The member of staff who receives the complaint will investigate it and respond as soon as possible. If the matter is not resolved within five working days or if a satisfactory resolution cannot be reached, you are advised to proceed to the next stage of this procedure.

### **Stage 2: Formal Resolution**

If your complaint is not resolved, you may need to file a formal written complaint using the complaint form. You should address your complaint to the Pedagogical Leadership Team (PLT) via school email and to the Administrator.

Within 30 working days, the complaint will be investigated, addressed, and a response, including a written report, will be provided.

It represents the final stage in the complaints procedure.





## **What complaints are covered by this procedure?**

All complaints are covered by this basic procedure e.g.

- related to a student's academic performance or to their life outside of the classroom;
- involving a student's interaction with other students or with adult members of staff;
- related to any KIS staff member who fails to follow their job instructions.

The Head of School records and files all written complaints and responses. The records will indicate whether or not the complaint was resolved at the second stage. KIS' response to the complaint (regardless of whether it was upheld) will also be documented.

Please keep in mind that all correspondence, statements, and records pertaining to individual complaints must be kept strictly confidential.

This policy and procedure will be reviewed annually.

