**PARENT’S COMPLAINT POLICY**

### **Aim:**

### To ensure that all parent concerns are acknowledged, addressed, and resolved transparently and efficiently, in accordance with the Ministry of Education and Higher Education (MOEHE) guidelines and MOEHE Circular No. 4, 2023 dated August 26, 2024 (Complaints Committee). This policy promotes open communication and strengthens the partnership between the school and parents to support student well-being and success.

### **Channels for Submitting Complaints:**

Parents may register complaints or suggestions through the following means:

* Lesson Diary
* Phone Call
* Written Complaint/Suggestion Form (available at Reception/ Parent-Student Handbook)
* Email: [Oscar.parentrequest@hotmail.com](mailto:Oscar.parentrequest@hotmail.com)
* SMS

### **Categories of Complaints:**

Complaints are categorized and directed to the relevant department

* Academic
* Behavioral
* Facilities
* Transport
* Fees/Payments
* Others

### **Complaint Handling Procedure:**

| **Step** | **Action** |
| --- | --- |
| 1 | Parent submits a complaint through one of the approved channels. |
| 2 | Reception logs the complaint or directs the parent to complete a **Complaint Form** with full details. |
| 3 | Academic complaints are forwarded to the Academic Supervisor. |
| 4 | Non-academic complaints are directed to the Social Worker. |
| 5 | The concerned person investigates the issue, prioritizing according to urgency. |
| 6 | For serious complaints (e.g., corporal punishment), CCTV footage is reviewed, and appropriate action is taken. |
| 7 | A **meeting with the parent** is conducted to discuss the concern and proposed action. |
| 8 | The **Complaint Form is updated** with actions taken, signed by the concerned staff and parent. |
| 9 | Every complaint must be resolved or responded to within **two working days**. |
| 10 | If the complaint is urgent, a meeting will be conducted with the school SMT (Principal, AVP, Social Worker) on the same day. |
| 11 | The Social Worker maintains records of all complaints and outcomes for ministry compliance and follow-up. |

### **Roles and Responsibilities – Parent’s Complaint Policy**

| **Stakeholder** | **Roles and Responsibilities** |
| --- | --- |
| **Principal** | - Lead and oversee the overall complaint resolution process, especially for urgent or serious complaints.  - Ensure transparency, fairness, and compliance with MOEHE guidelines.  - Participate in meetings with parents when necessary.  - Approve final resolutions and follow-up actions. |
| **Academic Vice Principal (AVP)** | - Supervise the handling of academic-related complaints.  - Support the investigation and resolution process.  - Coordinate with Team Leaders and teachers to implement corrective measures.  - Ensure timely communication with parents. |
| **Complaint Committee Members** (SMT including Principal, AVP, Social Worker) | - Review and evaluate complaints, especially serious or urgent ones.  - Convene same-day meetings for urgent issues.  - Maintain confidentiality and professionalism in handling sensitive matters.  - Ensure appropriate disciplinary or corrective actions are taken. |
| **Social Worker** | - Serve as the first point of contact for non-academic complaints.  - Maintain and update complaint records for each case.  - Monitor resolution timelines and escalate unresolved complaints to SMT.  - Provide support to students and parents in behavioral or social issues. |
| **All School Staff** | - Respond respectfully and promptly to parent concerns.  - Cooperate during investigations by providing necessary information or context.  - Implement recommendations or action plans following complaint resolution. |
| **Parents** | - Submit concerns through the designated channels, providing clear and accurate information.  - Participate in meetings and discussions related to their complaint.  - Respect the school’s process and timelines for resolution.  - Collaborate in implementing agreed solutions to support their child's well-being. |