



Sveti Duh 122, Zagreb, Croatia

COMPLAINTS POLICY

IBSZ Bright Horizons School has a strong commitment to address any complaints or concerns raised by any parents and/or family members in a sensitive and confidential manner.

A summary of how the school deals with complaints should be included in the information, which is given to new parents when their children join the school.

The school prepares leaflets for parents explaining how problems are dealt with and how the complaints procedure works.

Our school community acknowledges that, if left unresolved, complaints and concerns may have a negative impact on individuals and/or the teaching and learning at IBSZ Bright Horizons.

For a parent or family member the complaint or concern may be with any school staff member or another student or family.

The following steps provide parents and family members with a pathway to ensure that the complaint or concern is addressed and resolved in a timely way with the most appropriate staff.

Classroom Issue

With a classroom matter the first person to speak to is the class teacher by making an appointment or leaving a message for the teacher to return the call.

If the matter is not resolved to your satisfaction parents are advised to contact the Governor and make an appointment to further discuss the issue.

School Wide Issue

If the complaint or concern is more a school wide matter including issues about a school or if the complaint or concern involves another member of the school community it is very important that families contact the Governor immediately.

Staff who may be questioned as part of a complaints procedure investigation must feel they are being treated in a fair way and that they too will have an opportunity to put their case.

Anonymous complaints are acceptable only where there are special circumstances.

Staff don't argue with the person. All staff members need to be polite and try to find out exactly what the person thinks is going wrong, or has gone wrong.

Staff always listen carefully and sympathetically to the parent's problems before replying and attempting to find a solution.

It is very important to treat conversations and correspondence with discretion. It is vitally important that parents feel confident that their complaint will not penalise their child. However, from the outset all parties to a complaint will need to be aware that some information may have to be shared with others involved in the operation of the complaints procedure.

All school staff should have clear information about which staff have which responsibilities at school so that parents do not get continually passed from one to another.