

Paradis International College	Doc. Ref. :
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Complaints Policy and Procedure	

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1. Aim

Paradis International School is committed to high quality provision and support and we operate in a climate of fairness, equality and mutual respect. We also believe that we can learn from the experience and views of students, parents and other stakeholders and want to listen and respond to any concerns that you may have. Everyone has a role to play in resolving difficulties and we want to work constructively with students, parents and staff to address any issues that may arise.

The School sets great store by good working relationships with parents and it is to be hoped that matters of concern to parents can be resolved on an informal basis, with both the school and the parents working together in an attitude of common sense and goodwill.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Paradis International School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

2. Principles

Paradis International College policy on handling concerns and complaints is based on the following key principles:

- Impartial and confidential treatment of concerns and complaints;
- All Paradis parents have the right to make appeals if they are not happy with the way complaints submitted;
- Right and free access of all entities to address complaints;
- Compliance with the legal requirements and its own procedures regarding the timely resolution of concerns / complaints;
- Undertaking corrective actions that are necessary for their proper resolution;
- Keep records regarding all formal complaints, as well as corrective actions that have been taken to solve the matter.

3. Definitions

(i) Informal complaints

We believe that taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. We consider informal complaints and all concerns sent via telephone, SMS or WhatsApp message that can be resolved in a maximum of 5 working days. We wish to handle all concerns, if possible, without the need for formal procedures. We also collect complaints from parents and students during regular meeting.

(ii) Formal complaints

If the concern is not handled to the satisfaction of the person who has raised the matter, then the formal procedure should be followed. All formal complaints must be sent in writing and sent either via e-mail, or physically brought at the school reception. These may require a thorough investigation involving several school departments and are considered formal complaints. To be registered as such, the complaint should include the complainants' full name and contact details (phone number, email address).

4. Stages of handling complaints

(i) For all complaints there will be two stages of response:

1. the acknowledgement of receiving a complaint delivered in 1 working day
2. the final response delivered within 5 working days for informal complaints and within 30 days for formal complaints (as required by Romanian legislation).

(ii) Informal complaints: If parents have a complaint they should normally contact their child's Class Teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher cannot resolve the matter alone it may be necessary for them to consult a member of the Senior Management Team.

Complaints made directly to members of the Senior Management Team or the Director of the School will usually be referred to the relevant Class Teacher unless the individual receiving the complaint deems it appropriate for them to deal with the matter personally.

(iii) Formal Complaints: Formal complaints will be handled by an appropriate person from the school. If the matter is about the day-to-day running of the school, it will be dealt with by members of the school's staff (Class Teachers, Level Coordinators). If the complaint is related to members of the school's staff, it will be investigated by members of the Senior Management Team. If the subject of the complaint is related to school policies or members of the Senior Management Team, the matter should be investigated by a panel set up by the Director of the School. For this matter, the panel will also have at least one member (teacher/parents' representative) that is going to be independent of the management of the school and will not personally involved in the matter of the complaint, in order to avoid bias in solving it.

If the parents/complainants will not be happy with the way their complaint have been handled, they are going to be able to call for a hearing with the proposed panel in order to discuss the matter and find the best solution together for it.

5. Data Retention

Formal complaints will be recorded and should include the date and the action taken and the outcome. This record will be kept for 1 school year. At all stages of a complaint, the school recognises the need for confidentiality, but reserves the right to consult an appropriate statutory or professional body.

6. Final details

If the complainant considers that the terms of this policy have not been respected or if the dispute is not solved in an amicable settlement with the school, he or she has the right to address the competent institutions in the area under complaint. In the response of the school, the competent institutions for each complaint will be indicated.