

International School Seychelles



Complaints Policy

You are not born for yourself but for the world

1. Introduction

The ISS values the supportive and collaborative relationship it has established with students, parents/guardians and the community. However, from time to time the school may receive a complaint. Complaints may take many forms. The School has, therefore, established an agreed policy and procedures in order to ensure that complainants are able to express their views.

The school believes that children learn best when there is a positive partnership between the school and parents/guardians. We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment and so we need to know as soon as possible if there is any cause for dissatisfaction. Parents and pupils should never feel that making a complaint will adversely affect a pupil or his / her opportunities at the School.

To this end, it is essential that all members of the school community are entitled to have their points of view properly considered and that all complaints are dealt with as quickly as possible.

Policy

1. We aim to resolve complaints in a fair and professional manner – this should be done in a co-operative and speedy manner.
2. We aim to protect the rights of complainants by:
 - a. acting promptly to resolve the dispute of complaint;
 - b. ensuring that they are not harassed for having laid a complaint.
3. We aim to protect the rights of staff by:
 - a. ensuring the complaints are fairly investigated and decisions are made on the basis of properly evaluated evidence;
 - b. ensuring the process complies with the procedure set out below and relevant contractual provisions.
4. We aim to protect the rights of students by:
 - a. ensuring that complaints are fairly investigated and decisions are made on the basis of properly evaluated evidence;
 - b. ensuring that a process is in place so that the student does not suffer adversely as a result of making the complaint.