

Complaints Policy

Reviewed: February 2023

Next review planned for: sy 25/26

1. Rationale

To be able to align with our vision, mission and core values, Leipzig International School (LIS) requires a harmonious and productive relationship within our learning community. The Complaints Policy for Students and Guardians clearly outlines the process to resolve a concern or feeling of injustice in connection with pedagogical employee LIS.

2. Scope

The Grievance Policy applies to the handling of all complaints made against Pedagogical staff of LIS.

Grievances can for example arise from:

- A student does not experience a secure or safe psycho-social environment while under the care of a LIS employee.
- The student finds the pedagogical practice of the employee to be unsatisfactory

3. The Nature of a Complaint

The person receiving the complaint is responsible for ensuring that it is processed or transmitted to the person who is responsible to handle it (escalation process). The School is obliged to assist students/guardians in furthering the complaint if this is what the student/guardian seeks.

There will be two broad categories of complaint against an employee which the school will recognise, but is not limited to:

- Category 1 Complaints where the student does not experience a secure and safe psycho-social environment while under the employee's care or, where the employee insults or offends a student.
- Category 2 Complaints where the student or parents find the pedagogical practice of the employee is unsatisfactory.

Some complaints may apply to both pedagogical practice and the classroom environment simultaneously.

4. Escalation Process

Step 1: Many concerns can be dealt with informally. Your first point of contact should be with the Class Teacher, Form Tutor or Subject Teacher. Please contact the appropriate teacher via Engage to arrange a phone conversation or conference.

Step 2 : If the concern was not satisfied please forward your initial concern to the section Assistant Principal for further action and feedback.

Step 3 : If the concern is still not satisfied please contact the section Principal

Step 4 : If the concern is still not satisfied please contact the section Head of School.

5. Complaints Procedure

At each stage in the procedure, LIS strives actively resolve the complaint. The school will:

- acknowledge the complaint
- investigate the complaint
- interview students / staff to obtain further information
- suggest a decision and/or resolution in line with the schools' values