

Udon Thani International School

Complaints Procedure Policy

Complaints should be dealt with in a professional manner with the intention of getting the situation resolved. UDIS has crafted a procedure for making a complaint with the intention of getting resolution.

Rationale:

Complaints are a desire for something to be better and if used wisely can make institutions stronger. At UDIS we encourage complaints to come in through proper channels so we can resolve these in an acceptable manner for all staff.

Guidelines:

The general guidelines for complaints are that:

- The vast majority of complaints and concerns can be resolved informally.
- The complainant must feel able to raise concerns and complaints with members of staff without formality, either in person, by telephone or in writing.
- Even when a complaint has been made it can be resolved or withdrawn at any stage.
- Complaints can be made against school operations but also from matters arising from the school's accreditation, implementation of the International Baccalaureate, external grading or other matters of concern.
- Safeguarding complaints are treated with the utmost confidentiality

Complaints and concerns

The complainant should be given an opportunity to discuss their concern with the appropriate member of staff if appropriate. An appointment may need to be made. Each class does have a parent's representative that could be used for support.

The member of staff dealing with the concern should make sure that the complainant is clear what action (if any) or monitoring of the situation has been agreed. Where no satisfactory solution has been found, the complainant should be informed that s/he will need to consider whether to make a formal complaint.

If a complaint concerns a general aspect of the school's programme, then these can be directed to the school office as either a parent concern or a formal complaint.

Complaints and concerns around safeguarding and child protection issues

Complaints can be lodged if any community member has any reason to believe that a child in the school's care is subject to welfare issues including physical abuse, sexual abuse, emotional abuse or neglect. The procedures below for safeguarding complaints should be followed.

Dealing with allegations or complaints around safeguarding is conducted within the guidelines and procedures of the school's Child Protection Policy and Procedures and the Statement of Procedures for Managing Allegations.

Procedures:

Procedure for formal complaints

Formal complaints can be made in writing to the Head of School. Upon receiving a complaint, the school will endeavour to respond to the complaint within 10 business days.

Procedure for complaints around safeguarding and child protection issues

Complaints can be lodged if any community member has any reason to believe that a child in the school's care is subject to welfare issues including physical abuse, sexual abuse, emotional abuse or neglect. The following procedures apply:

- Complaints should be made to the school's Designated Safeguarding Lead (DSL) in the first instance (childprotection@udis.ac.th)
 - If the complaint involves the Designated Safeguarding Lead then complaints should be made to the Head of School
- Complaints can also be made to the Board Designated Safeguarding Leads if there are concerns about the senior leadership of the school
 - This would be appropriate if the complaints involved either the Head of School or the school's Designated Safeguarding Lead or other senior leaders
 - From 2022/2023 the Board Designated Safeguarding Lead are the Parent Representatives. Details of the Parents Representatives on the Board can be found on the school's website (<https://www.udoninternationalschool.com/en/about-us/people/executive-school-board/>)
- All complaints are made with the utmost confidentiality in line with the school's child protection policies.

Review cycle:

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