

Complaints Procedures for Parents or Legal Guardians and Students

The complaint procedure is readily accessible and easily found by all stakeholders within LWIS-AiS:

- School Website
- School Administration Reception
- Discussed During Meetings and Orientation



This document serves to ensure a fair and transparent resolution process.

Introduction:

At LWIS-AiS, we are dedicated to providing a safe and nurturing learning environment for our students. We value the feedback of parents, legal guardians, and students, and we have established the following complaints procedures to address and resolve issues in a fair and transparent way.

Types of Complaints:

Complaints may relate to a variety of matters, including but not limited to:

1. Academic concerns or issues related to classroom instruction.
2. Behavioral or disciplinary matters.
3. Bullying, harassment, or discrimination.
4. Special Educational Needs (SEN) support.
5. Administrative and operational issues.

Step 1: Informal Resolution

In many cases, concerns can be resolved informally through open communication among the parties involved. We encourage parents, legal guardians, or students to discuss their concerns with the relevant teacher or staff member and the intended head. A respectful and collaborative approach can often lead to an instant resolution.

Step 2: Formal Complaint Submission

If an issue cannot be resolved informally, or if it is of a more serious nature, parents, legal guardians, or students may submit a written complaint to the school administration.

Press on the link to submit your complaint form:

<https://forms.office.com/r/Og8gyVCgPN>

Step 3: Investigation and Review

Upon receiving a formal complaint, the school administration will conduct a systematic investigation. This may involve gathering information from all parties involved and any observers. The investigation's purpose is to establish the facts and determine a suitable resolution.

Step 4: Resolution and Communication

Once the investigation is complete, the school administration will communicate the results. This may include disciplinary actions, policy changes, or other remedies as deemed necessary.

Step 5: Appeals

If parents, legal guardians, or students are dissatisfied with the outcome of the complaint resolution, they may have the option to appeal the decision. The principal may then review this appeal.

Confidentiality

All parties involved in the complaints process are expected to maintain the confidentiality of the information shared during the process.

Documentation

The school will maintain documentation of all formal complaints.

