

PRIMA INTERNATIONAL SCHOOL BELGRADE

COMPLAINTS POLICY

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PRIMA International School believes that continuous feedback is an important factor in self-improvement and achievement of higher standards.

Any individual who may have any concerns or complaints should feel comfortable about voicing these issues and can be assured that their concerns will be considered seriously. The School will investigate them and act accordingly. Each complaint will be received with an open mind and in a positive manner. No action will be taken until both sides have been thoroughly investigated. It is recognised that there are many levels of complaint and care must be taken to deal with the complaint at the appropriate level.

If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the School, as we are here to help. We would ask, however, that the School and parents together present a united front in order to avoid any child receiving potentially confusing or damaging mixed messages.

A complaint shall be treated as an expression of genuine dissatisfaction, to which we shall respond.

- All parents, teachers and students shall be notified of the School's Complaints Policy and the procedures via the School's website.
- All complaints shall be lodged in written form and logged as a complaint (names, date, time, events). The Director shall be informed of all concerns and/or complaints.
- Confidentiality is maintained throughout the process and all parties are expected to respect this requirement.

How should I raise a concern/ complaint?

- A difference should be noted between a concern and a complaint. A concern is generally issued verbally and is likely to require a discussion involving teachers, students and parents. If the concern is not resolved in such manner, then it could become a complaint.
- A complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.
- Where possible, complaints shall be dealt with informally between the parent and the staff member most closely connected with the issue. However, there may be instances when the issue is more serious or where an issue has not been resolved to a parent's satisfaction and in such cases a more formal approach may be followed as outlined below. This policy is made available on the school website/Front Desk and is available for parents of students and prospective students.

- Feedback shall be actively sought from students and parents in order to minimise complaints and maximise accountability.
- Anonymous complaints shall not be pursued.

What will happen next?

It is best to solve issues informally through meetings and discussions; however, at times, there are concerns and complaints that need further deliberations. It is expected that parents refer to this process for any conflict resolution within the School. All staff are expected to encourage students and parents who have any concerns which cannot be resolved through initial discussion to follow the complaints procedure.

- If a student/parent wants to question a decision made by the School at any level, the parent should meet the person directly involved in the decision such as a teacher or supervisor;
- If the parent is still not satisfied, then he/she should meet with the Head of Department, i.e. Head of Preschool, Primary or Secondary, respectively;
- If the issue is still not resolved, the parent should meet the Director to try to resolve the issue;
- If the issue is still not resolved after this stage, then the parent shall write an official letter to the School Board. The School Board shall be required to set up a committee comprised of a teacher, the head of department, a member of the School Board and a lawyer and/or a doctor. None of the members of the committee shall have any connection to the original concern or complaint. The committee shall undertake to do the following:

1. Investigate the complaint.
2. Invite the complainant to attend the hearing giving seven working days' notice and inform the complainant that they may be accompanied by a supporter if they wish.
3. Write to the complainant and the person being complained about within seven working days, informing them of any findings, the decision, the reasons for it, and any action taken by the school.
4. The complainant shall receive notification of the action undertaken within ten working days after the date of the hearing.

The investigation shall begin as soon as possible and once it has been concluded, there are a number of possible outcomes.

- The complaint cannot be upheld due to there being insufficient evidence to reach a conclusion.
- The complaint is not substantiated by evidence.

- The complaint is substantiated in full or in part; some details of the action the School may be taking to review procedures etc. shall be given, although details of any disciplinary procedures shall not be released.
- The matter has been fully investigated and appropriate procedures are being followed. These are strictly confidential, especially when they involve staff disciplinary procedures. The complainant shall be informed in writing of the outcome of the investigation and told that the Director's consideration of the complaint has now been concluded. Depending on the outcome, the complainant can receive one of the following:
 - an apology
 - an explanation
 - notification of immediate remedial action.

Student complaints, concerns and counselling procedures

The principles which apply to parental complaints also apply to complaints and concerns from students. However, there are differences in approach. We believe that it is important that our students should be able to raise concerns with any member of the staff with whom they feel comfortable. As with parental complaints, anonymous complaints shall not be pursued.

At the start of each year, the class teachers will explain these procedures to their students in a manner appropriate to their age. The School is determined to ensure that all students know to whom they can turn with a problem and to whom they can make a formal or informal complaint.

Confidentiality

All correspondence, statements and records relating to individual complaints shall be treated in a confidential manner and restricted to the Director, except where any other legal obligation prevails.

The complainant is not entitled to access any details of the investigation, except for any statements that may have been provided by their child. Any information relating to the application of disciplinary procedures is strictly confidential.

The School shall keep a written record of all complaints. As well as giving brief details of each complaint, there should be an indication of whether they were resolved at a preliminary informal stage, or whether they proceeded to the more formal stage and were addressed by the committee.

Review and Evaluation

This policy shall be reviewed by the Management on an annual basis to ensure that it is meeting its goals.

This policy was adopted by PRIMA International School on 31 August 2018.

This policy was last reviewed in August 2025.

Signed on behalf of the Management by:

Director

Head of Primary

Signature.....

Signature.....

Name in Capitals.....

Name in Capitals.....

School Board Member

Signature.....

Name in Capitals.....

This policy shall be next reviewed by the Management by August 2026.

APPENDIX 1

Complaint Record

Date:	Class:
Complaint received by:	
What is the nature of the complaint?	
Actions taken by the person receiving the complaint:	
Comments or action taken by the Teacher/Teacher Assistant/other personnel:	
Comments or action taken by Senior Management Team	
Signature: Date:	