

ISA GZFLS Complaints Procedure

At ISA GZFLS, teachers and students take pride in the quality of the teaching and learning collaborative process. Additionally, we strive to deliver and continuously evolve our pastoral care of students. At times when students or parents may have a complaint, they can expect it to be treated respectfully and in accordance with this procedure.

There are three stages of the complaints process with each step increasing in formality.

Stage 1: Informal resolution

Stage 2: Formal resolution

Stage 3: Appeal

ISA GZFLS will treat all complaints and all stages of the process with confidentiality.

Stage 1: Informal resolution

ISA GZFLS hopes to resolve all concerns and complaints quickly and informally.

If students have an academic concern, they should speak to their subject teacher directly outside of class to ensure there is enough time and privacy to address the issue. If parents have an academic concern, they should normally contact their child's subject teacher in writing. In cases where the subject teacher is not able to resolve the matter, the Head of Department will be consulted. In many cases, the matter will be resolved at this stage. If the matter is not resolved, the complaint can subsequently be taken to the relevant Coordinator and finally the Executive Principal.

If students have a pastoral concern, they should directly contact their Homeroom teacher. If parents have a pastoral concern, they should normally contact their child's Homeroom teacher in writing. In cases where the Homeroom teacher is not able to resolve the matter, a member of the Pastoral Care team will be consulted. In many cases, the matter will be resolved at this stage. If the matter is not resolved, the complaint can subsequently be taken to the Deputy Head of Program and finally the Executive Principal.

Complaints aired directly to the Head of School, Executive Principal or Assistant Head of Program will be referred back to the relevant Homeroom teacher or subject teacher and support will be offered to resolve the issue. As a matter of course, parents should follow the Communication Tree to identify the correct person to resolve any issue.

The subject teacher (academic) or Homeroom teacher (pastoral) will make a written record on Managebac of all complaints made and the date on which they were received. Subsequently, all actions taken by any staff member will be recorded on Managebac in the student's profile.

In cases where the matter is not resolved by the subject teacher or Homeroom teacher, and/or the student or parents believe that there has been no satisfactory resolution to their concern, they are advised to proceed with their complaint in accordance with Stage 2 (below) as outlined in the Communication Tree at the end of this document.

Stage 2: Formal resolution

If the complaint cannot be resolved on an informal basis, or if the concern is deemed too severe to be resolved by a subject teacher or Homeroom teacher, the matter will be referred directly to the Senior Leadership team member responsible for the section of the program where the concern arose, that is, either Academic or Pastoral.

Formal concerns should be raised directly to the Head of Program who will consider the appropriate course of action and respond within 1 to 2 working days of receiving the complaint to discuss the matter or present a resolution.

If it is the case where further investigation into the complaint is necessary, the student or parents will be informed of the process.

Once the member of Senior Leadership is satisfied that, as far as is possible, all the relevant facts have been established, a decision will be made and the students and parents will be informed of this decision in writing. All involved people will be provided with the reasoning for the conclusions made.

Written records of all meetings and interviews held in relation to the complaint will be kept and the matter will be kept confidential by all affected members of ISA GZFLS.

Stage 3: Appeal

If the Stage 2 resolution is not accepted, then the parent has the right to appeal directly to the Board of Directors of ISA GZFLS. The Head of School or Executive Principal will further this appeal if required.

Communication

ISA GZFLS is committed to resolving issues quickly and professionally. We trust that all stakeholders in any issues want a fast resolution and because of this we expect that the proper lines of communication are followed.

As part of our commitment to clear and open exchange, all formal communication must take place via email. No formal problem broached via WeChat or other form of social

communication shall be actioned without a formal email to the appropriate case manager as outlined in the Communication Tree below.

At no point should a parent or student bring an issue directly to anyone outside of the Communication Tree, including the Head of School or Board of Directors. All complaints should follow the process as outlined below.

For a current email list for the appropriate person below, please contact your child's Homeroom teacher.

Academic and Pastoral Communication Tree

