



Parent and Student Complaints Procedures

Guidelines for members of the
Middle school community

This document has been prepared by the school's MYP Coordinator along with a team comprising administrators and teachers.

Date created: March 2024

Last reviewed: March 2024



Our philosophy

At DES Middle School, we are committed to fostering a supportive and transparent environment where parents, guardians, and students feel comfortable expressing concerns or complaints. We are committed to ensuring that every member of our community feels comfortable expressing concerns or complaints regarding their child's education or school experience. This policy outlines the formal procedure to address and resolve any issues raised by parents or guardians regarding their child's education or school experience.

Stage 1 – Informal Resolution:

Parents or guardians are encouraged to initially address any concerns directly with the class teacher, administration, or school principals through email or call to the school's secretary.

In case this initial communication does not resolve the issue, an appointment should be scheduled to discuss the complaint in person, allowing for open communication and understanding between all parties.

All complaints will be documented, and their progress towards resolution will be monitored by the school administration.

Stage 2 – Formal Resolution:

If the complaint remains unresolved through informal channels, parents or guardians are requested to submit their complaint in writing through email to the school's administration or MYP Coordinator. The school's administration or MYP Coordinator will review the complaint and determine the appropriate course of action.

A meeting between the school's administration or MYP Coordinator and the concerned parents will be arranged the latest within five working days of receiving the written complaint, aiming to reach a resolution whenever possible.

Further investigations may be conducted if deemed necessary.

Written records of all meetings and interviews related to the complaint will be maintained by the school. The Head of School and school's principal will be informed in detail about the complaints, steps taken, and follow-up process, in due course.

Upon thorough examination of the facts, the administration or MYP Coordinator will communicate the decision to the parents, along with the reasons for the decision. If parents remain dissatisfied, they may proceed to Stage 3 of the procedure.

Stage 3 – Appeal to Head of School:

If dissatisfaction persists with the decision reached by the school administrators or MYP Coordinator at Stage 2, individuals have the opportunity to advance the matter to Stage 3 by approaching the Head of School, possibly involving the school's principal. This entails a formal communication, building upon the initial email, comprehensively detailing the circumstances prompting the concern or complaint, clarifying its implications, and suggesting potential resolutions. Within a stipulated time frame of 5 days upon receipt of the initial appeal, the Head of School will propose a solution.

Thereafter, the complainant may opt to accept the proposed decision or request a meeting for further exploration of their concerns and proposed solutions. This meeting, inclusive of the Head of School, the complainant, and potentially the administration's member involved in Stage 2 or the MYP Coordinator, will be scheduled within a reasonable time frame, generally within 5 working days. Subsequent to this meeting, the Head of School or their designated representative will furnish the complainant with their final written decision within 5 working days. Ultimately, the decision reached by the Head of School shall be considered conclusive and binding.