



Complaints Policy

2024-2025

Discovery School Complaints Procedure

Mission Statement

To provide each child the educational opportunity to discover, with perseverance and imagination, the joy of learning and the interconnectedness of our world.

Purpose of the Complaints Procedure

Discovery School values feedback from students, families, and the learning community. In line with our mission, vision, and values, we are committed to maintaining high-quality education and exemplary customer service. Addressing concerns and complaints promptly and effectively is a priority.

As an IB World School, we adhere to the principles outlined in the IB Complaints Procedures (2018):

- **Fairness** – Ensuring all parties are treated equally.
- **Courtesy** – Promoting respectful, courteous, and trusting communication.
- **Accessibility** – Making the procedure easy to understand, access, and publicize.
- **Timeliness** – Addressing complaints in a timely manner.
- **Effectiveness** – Regularly monitoring and reviewing the process.
- **Attentiveness** – Listening actively to concerns and providing updates throughout the process.

Communication & Community Involvement

Discovery School keeps its learning community informed about the Primary Years Programme (PYP) and other initiatives through various channels, including printed materials, the school website, newsletters, blogs, social media, podcasts, and in-person events. This policy will be accessible on our website, in the Family and Student Handbook, and in paper form upon request.

We believe that engaging our community in decision-making and receiving constructive feedback—whether positive or negative—is essential for continuous improvement. To provide greater clarity to this policy, we would like to define the following terms:

- **Concern:** An informal question or expression of worry seeking reassurance (verbally or in writing).
- **Complaint:** A formal, written statement of dissatisfaction about the school's actions or inaction.

Procedures for Addressing Concerns and Complaints

1. Concerns About Subject Teaching or IB Content

- Concerns should first be discussed with the appropriate staff member.
2. **Escalation to the Head of School**
 - If unresolved, concerns can be escalated to the Head of School and PYP Coordinator, Simon Clark.
 3. **Formal Complaint Submission**
 - Complaints can be submitted electronically to Simon Clark at sclark@discovery-school.net or in writing to the front desk: Attention: Simon Clark, PYP Coordinator.
 - Complaints should ideally be submitted within three months of the incident.
 - Receipt of the complaint will be acknowledged within 48 hours, with the goal of resolving the issue within 15 business days.
 4. **Investigation Process**
 - The Head of School will investigate the complaint while maintaining confidentiality to the greatest extent possible. This may involve consulting teachers, staff, or external perspectives.
 5. **Outcome and Recordkeeping**
 - A decision and outcome will be communicated to involved parties after the investigation.
 - The Head of School will document the process and take any necessary actions, including consulting the IB for clarification if required.

Summary

This policy serves as a general outline for addressing concerns and complaints within the Discovery School community. While it aims to guide stakeholders, it is not an exhaustive set of steps. We encourage parents and community members to reach out to the Head of School with any questions or further clarifications regarding this process.

At Discovery School, we strive to root our policies and practices in mutual respect and trust, fostering an environment aligned with the IB Learner Profile, which emphasizes open-mindedness, integrity, and collaboration. By working together and assuming the best of all parties, we can continue to grow as a thriving learning community.

Complaints Policy Review

As a staff, we will review our policy annually.

Date of Approval:
December, 2024

Date of Review: