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<b>Approved by:</b>	ELT	<b>Effective Across:</b>	TES
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**PURPOSE OF POLICY:**

- **To address complaints by members of the community against Taipei European School staff**
- **To encourage the resolution of concerns and complaints rapidly and effectively**
- **To provide fair and careful considerations to concerns and complaints and deal with them as promptly as possible**
- **To resolve any concern or complaint through dialogue and mutual understanding**
- **To give sufficient opportunities for any concern or complaint to be fully discussed and then resolved**

**1.0 Introduction:**

The Taipei European School aims to provide a high quality education for all of our students. Although we pride ourselves on the quality of our teaching and learning, there may be occasions when parents feel the need to voice a concern or make a complaint with the school. Any concern or complaint will be treated seriously and confidentially except to the extent required by laws or school policies.

**2.0 Definition of a Complaint:**

A complaint is an expression of dissatisfaction about the quality and standard of service, the quality of facilities or learning resources, actions, treatments, behaviour or lack of actions.

**3.0 Procedures:**

**3.1 Informal Procedures**

**a) Teaching and Learning Issues**

Concerns or complaints in respect of teaching and learning would follow the procedure below:

If a parent has a concern or complaint about teaching and learning, we encourage them to resolve it through talking with:

- The student's teacher
- The Head of Year



This can be done by telephone, email or through a meeting involving related people. Most matters of concern can be dealt with at an early stage in this way. The staff members concerned will do their best to resolve the matter by discussing it with all parties concerned. Most complaints are normally resolved at this stage.

#### **b) Other Issues**

Concerns or complaints not directly related to teaching and learning would include for example, concerns regarding payment of fees, campus logistics, school buses and cafeteria.

Concerns or complaints in respect of non-teaching and learning would follow the procedure below:

If a parent has a concern or complaint about non-teaching and learning, we encourage them to resolve it through talking with:

- The member of staff of the relevant department
- The line manager of the relevant department

This can be done by telephone, email or through a meeting involving related people. Most matters of concern can be dealt with at an early stage in this way. The staff members concerned will do their best to resolve the matter by discussing it with all parties concerned. Most complaints are normally resolved at this stage.

### **3.2 Formal Procedures**

It is hoped that most concerns or complaints will be resolved quickly (within 10 school working days) and informally. If a concern or complaint cannot be satisfactorily resolved by the informal process, the complainant may invoke the formal part of the complaints procedure. The complainant should do this by writing to the Head or the Director by giving details of the complaint and specifying the outcome he or she is seeking.

If a resolution cannot be reached, the complaint is submitted in writing to the CEO. The CEO will then either take the case forward by himself or herself or form a panel. If a panel is decided, the following procedures will be conducted:

- The school will form a panel consisting of three persons who have not been directly involved in the matters detailed in the complaint.
- The panel shall meet within 10 school working days of receipt of the complaint.
- The panel shall investigate each case thoroughly, objectively and impartially.
- The panel may make decisions by majority vote.



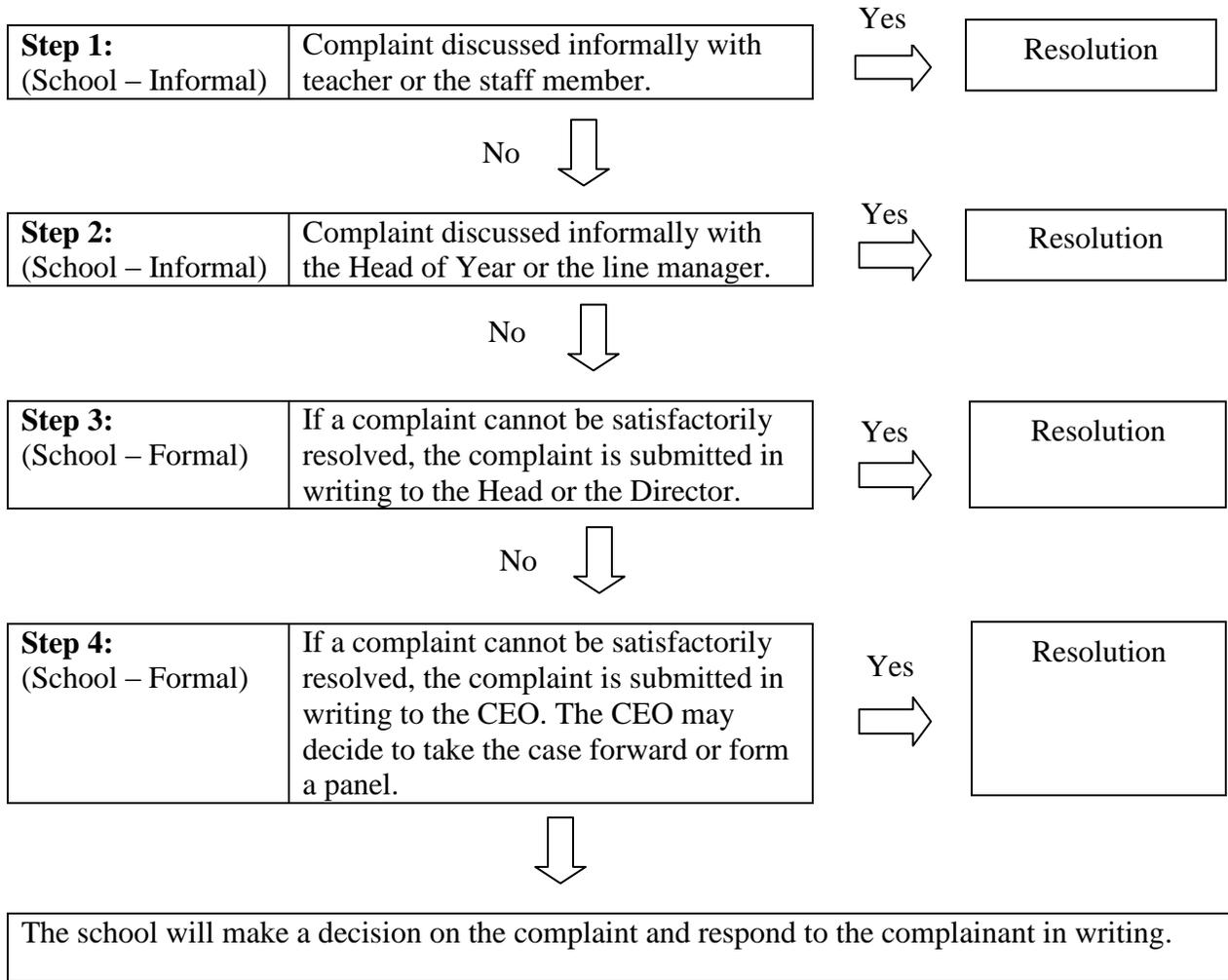
- The panel's findings and recommendations in relation to the concern or complaint shall be documented in the form of a report.
- The school will make a decision on the complaint and respond to the complainant in writing within 28 school working days of receipt of the complaint.
- The school maintains a record of all reports for at least three years.

If the Head or the Director is the subject of the complaint, then the complaint would be lodged in writing to the CEO.

If the CEO is the subject of the complaint, then the complaint would be lodged in writing to the Chair of the Board of Directors.

Appendix A.

**Flow Chart - Complaints Procedure**



\* If the Head or the Director is the subject of the complaint, then the complaint would be lodged in writing to the CEO.

\*If the CEO is the subject of the complaint, then the complaint would be lodged in writing the Chair of the Board of Governors.



Appendix B.

### Contact of Complaints

<b>Matter of Complaint</b>	<b>Contact</b>
Issues regarding a student's learning and development	Teacher, Head
Conflict: student - student	Teacher, Head
Conflict: student - teacher	Head of Year, Head
Student enrolment, tuition invoices	Admissions Department
Security, campus access, community relations	Community Relations Department
ECAs, transportation, cafeteria, AOS / COS systems	Educational Services Department
Facilities	Facilities Department
Tuition, payments	Finance Department
Communication, publications, website, fundraising	Marketing Department
TESmile, IT	Section Offices and IT Department