



## PARENTAL COMPLAINTS/FEEDBACK POLICY AND PROCEDURES

The School aims to ensure that any complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every concern in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint.

We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment and so we need to know as soon as possible if there is any cause for dissatisfaction. At no point will making a complaint affect a student in his / her opportunities at the School.

It is expected that the complaints procedure will progress in a timely manner. The School aims to resolve any complaint efficiently and promptly and parents are encouraged to bring any complaints to the School's attention as soon as possible after any incident.

The School's complaints procedure has three stages:

**Stage 1:** Informal raising of a complaint with your tutor or a member of staff (if the tutor is not available) orally or in writing. If the complain doesn't get addressed within 48 hours please proceed to Stage 2

Note : The school has a **Complain Box** for Students and Parents inside the School Campus.

**Stage 2:** a Formal Complaint in writing to the Coordinator

**Stage 3:** A Formal complaint to the relevant school Principal or to the Head of School at [concerns@lis.ac.in](mailto:concerns@lis.ac.in)

All concerns would be addressed within 15 working days and the parent would be notified by email with regards to the actions undertaken by the relevant department.

A written record will be kept of all formal complaints, and of whether they were resolved at Stage 2 or proceeded to the Head of School. Records would be maintained with regards to the action taken by the School as a result of the complaints.

**Immediate Action:** In cases where the school office feels the need to immediately act on a Complain, they will inform the Head of School at the earliest. The Head of School will then take the matter into consideration and produce a solution at the earliest.

Lancers International School