



Planète Montessori
INTERNATIONAL SCHOOL

DATE	REVIEWED BY/ROLE	NEXT REVIEW DATE
Last updated: February 2024	SLT/MLT Team	July 2024

COMPLAINTS POLICY AND PROCEDURE

The following process has been established by our Senior Leadership Team (SLT) to address formal complaints on issues pertaining to the operation of the school that are made by members of the public or the school community. This process should only be employed in cases where informal attempts to problem solving have proven fruitless.

PMIS aims to provide a good example for the children and the essential groundwork for their growth by promoting communication and mutual respect among all members of the school community. Our goal is to quickly and amicably settle any disputes or issues that may come up to promote and maintain healthy interpersonal relationships among the community.

Fundamentals

The following fundamental tenets form the basis of PMIS's policy for managing complaints and concerns:

- Adherence to legal requirements and internal protocols for the prompt resolution of concerns and complaints;
- Maintaining proper documentation and record keeping of all formal complaints and remedial measures that have been implemented.
- Fair and discreet handling of concerns and complaints;
- Unrestricted access for all entities to address complaints;
- Implementing remedial measures as required for their appropriate resolution;

Definitions:

- Informal complaints: The idea is to address complaints at their earliest stage to avoid seeing them evolve into formal complaints, and to diffuse any potential tension in a tempered and calm way. Informal complaints can be received by any means of communication (mail, telephone, in person..) and qualify as such when resolved in a period of 5 working days or less.
- Formal complaints: should the complaint require more than the 5-day period to be resolved, then this will be treated as a formal one. The process involves investigation by the administration and/or DSL to find out the details of the complaint. Those need to be sent by mail to the administration emails: planetemontessori@gmail.com or officeplanetemontessori@gmail.com, or the DSL's email: pmissafeguarding@gmail.com

Ways of handling complaints :

SLT has to take the necessary measures to ensure that all staff implicated in the process are trained in and aware of the complaint policy and how these are addressed.

The stages of complaint response are as follows:

1. An acknowledge receipt should be sent within 1 working day
2. Depending on the nature of the complaint, a response should be sent by 5 or 30 days.

The complaint record should show elements pertaining to the complaint like date, time, nature of the complaint, the person who addressed it and the decision/result of the complaint; that record is kept in archives for at least 4 years. The complaint is addressed by the academic directress or the communication directress first; after proper understanding of what the issue is about, more people are involved to address it. This is to ensure maximum confidentiality and a swift response. In case the complaint cannot be resolved internally, the school reserves the right to address to any external body or administration that it deems suitable.

Objective

Concerns and complaints are addressed in a way that complies with confidentiality laws, with respect to the complainant and the content of the claim. This procedure's goals are to control the receipt, examination, documentation, and resolution of complaints that PMIS receives.

Capitalising on suggestions and comments from partners, staff, beneficiaries, and internal investigations findings is how the activity is improved. Corrective, preventative, and performance improvement strategies are developed and implemented in response to the outcomes analysis.

The SLT must approve any modifications to the policies or processes.

Responsibilities

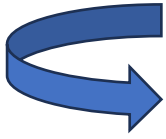
It is the responsibility of each employee participating in the resolution of a complaint to adhere to this protocol.

- The SLT of the school is in charge of:
- Keeping the complaint register up to date;
- keeping all correspondence and supporting documentation pertaining to the complaint up to date.

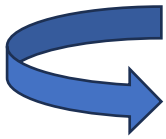
The SLT in charge of approving fair and lawful solutions, while the Academic Directress is in charge of organising, scheduling, and monitoring the solution.

Informal complaint

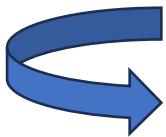
Any employee receiving an informal complaint at the gate or any other way, will need to give the following response "We will look into your complaint and get back to you with the conclusions" and inform the SLT about the complaint.



The SLT will analyse the complaint



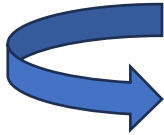
If the complaint is not justified, the SLT or any member of the administration will reply to the complainant by mail or phone, in a delay not exceeding 5 working days.



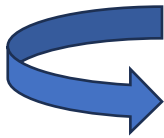
If the complaint is justified, a meeting is set to discuss the subject, after an investigation and an analysis are performed.

Formal complaint

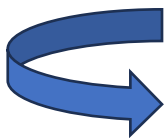
A formal complaint is received by mail and recorded in the complaints log



A member of the SLT will analyse the complaint, assign it a registration number and keep a written copy



A member of the SLT addresses the complain by performing the necessary investigations and questioning the persons involved. The matter is then discussed with the rest of the admin team and decisions are made concerning the reply or the consequences.



A formal meeting is scheduled with the complainer where results of the investigations are discussed. The complaint log is filled in accordingly.