



# ST JOSEPH'S INSTITUTION INTERNATIONAL

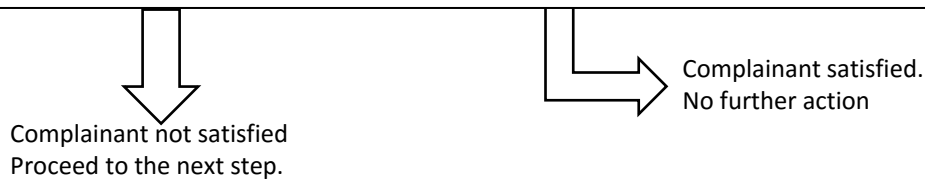
## SJI International Complaints Procedure

Nearly all concerns or questions can be resolved very quickly and informally if parents feel able to voice them as soon as they arise. Every effort should be made to allay concerns at this level and with the least possible formality. The ideal is that no concern should ever become a formal complaint. Occasionally, however, a concern may not be adequately resolved in this way and will need to be investigated further.

Throughout the procedure, the aim of all parties should be not only to resolve the complaint but also to develop and sustain good relationships between all members of the school community. However formal or serious the complaint, or however dissatisfied the complainant, the aim will always be reconciliation between all parties and a renewed commitment to work together amicably. The process that the school will follow in resolving complaints is detailed below.

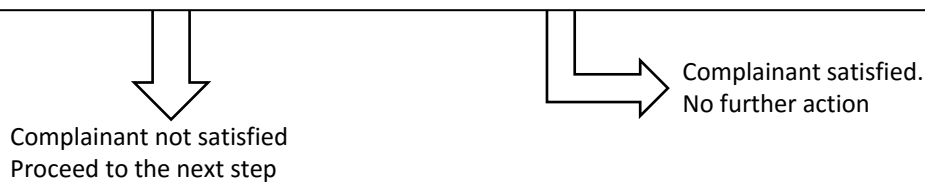
### **Step 1: (School - Informal)**

Complaint discussed informally with member of staff (ideally, as close to source of problem as possible) e.g. PE teacher, Mathematics teacher, Class teacher, Head of Grade, Head of Department, etc.  
Complainant advised of any action to be taken where appropriate, normally within 5 working days.



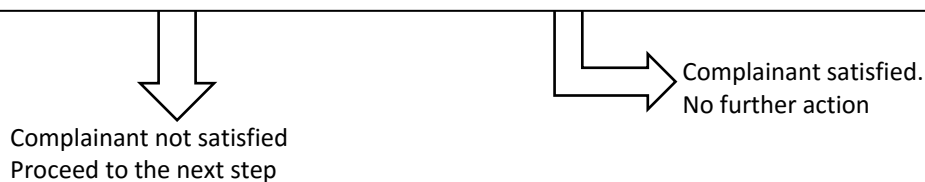
### **Step 2: (School - Informal)**

Complaint discussed informally with Head of Section (Head of Department, Head of Faculty, Head of Grade, etc. (as appropriate)). If a resolution is not reached the Head of Section may seek advice from or pass the complaint on to the Vice-Principal responsible for this area (Vice-Principal Academic; Vice-Principal Pastoral; or Head of Senior School).  
Complainant advised of any action to be taken where appropriate, normally within 5 working days.



### **Step 3: (School - Formal)**

If resolution is not reached during Steps 1 and 2, the complaint is discussed informally with the Principal. If an informal resolution is not reached with the Principal, the complaint is submitted in writing to the Principal.  
Investigation conducted and findings fully reported to complainant, normally within 10 working school days.



### **Step 4: (CEO - Formal)**

If resolution is not reached during Steps 1 to 3, the complaint is submitted **in writing** to the CEO representing The Board. The CEO reviews the findings and determines whether further investigation is necessary, with an investigation carried out, if required.

The CEO will make a decision on the complaint and respond to the complainant, normally in writing within 10 working days.