



4.8.370 Complaints policy

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| Adopted by | School Council | 27 February 2025 |
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| Audience | Public | |

Preamble

For the purposes of this policy, the term complaint refers to any matter relating to the School about which the claimant is unhappy and seeks action by the School, shall it concerns:

- a) conduct of a school staff member; or
- b) academic matters; or
- c) any other matter of dissatisfaction.

It is the policy of Aiglon College to encourage students and parents to raise their concerns through informal discussions with the appropriate teacher, houseparent, School Council member or campus staff. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

This document describes the steps towards a formal complaint process if the informal stage fails to reach an outcome satisfactory to the student's or parent's concern. After initiating the formal complaint process, claimants are encouraged to seek informal resolution of their concerns. A claimant whose concerns are resolved may withdraw a formal complaint at any time.

Complaint process

All complaints should follow the steps described below. Table 1, in appendix of this document, brings further clarity on the escalation of complaints according to their nature.

- 1) The claimant should first approach the concerned staff member with the intent to seek informal resolution with a sympathetic, effective and positive intent.
- 2) If no satisfaction is gained or the complaint is not resolved, the claimant should then approach the staff member's line manager for their assistance with the case.
- 3) If there is no satisfactory resolution, the claimant can proceed to a formal resolution request by addressing their complaint in writing to concern@aiglon.ch. A formal complaint shall contain the name of the claimant and a clear and detailed description of the unsatisfactory situation.



- 4) Depending on its nature, the complaint will be transferred to the appropriate authority, as detailed in table 1.
- 5) The person receiving the complaint will hold a meeting with the claimant and, if appropriate, with the staff member concerned by the complaint to discuss the matter. This meeting will usually take place within seven (7) working days of the written complaint being received.
- 6) If the matter cannot be resolved at the meeting, the person instructed will investigate the matter further before providing a written response. The response should include the decision, reasons for it and any action taken or proposed usually within ten (10) working days from the date of the meeting.
- 7) If the claimant is dissatisfied with the process, they may form an appeal to the Chair of the Board of ACSSA (chairperson@aiglon.ch). The appeal must be lodged in writing within five (5) calendar days upon receipt of the decision in point 6 above, and set out the ground for the appeal. Appeals will only be accepted on grounds of complaint about processes and not to the substance of the decision.
Shall the appeal be valid, the Chair will arrange an appeal hearing with a panel of board members. The ruling by the appeal hearing on the matter will be final and cannot be appealed.

Additional provisions

Depending on the nature of the complaint, it may be necessary to invoke procedures from the School's other policies in order for a full investigation to be carried out.

Aiglon College reserves the right to restrict or deny anyone access to its campus that it deems disruptive or to have behaved inappropriately towards school staff. Any parent or other person who upbraids, insults, or abuses any employee on school property or in the presence of students may be prosecuted by the School under the provisions of Swiss law.

Aiglon College will always want to take out the opportunity to identify and implement any lessons which can be learned from a complaint and its outcome. For this purpose, the School will record the complaints, their outcomes and the implementation of any actions which are identified. The School will treat all sensitive personal information and details relating to a complaint in accordance with its Privacy Policy and general data protection requirements.



Table 1 - Overview of complaints escalation, by nature of complaint (non exhaustive)

| Nature of the concern | 1st step | 2nd step | Complaint authority |
|--|--|---|--|
| Conduct of a staff member | Discussion with the concerned staff member | Discussion with the staff member's line manager | School Director, shall the complaint be about academic staff COO/CFO, shall the complaint be about support staff Chair of the Board of ACSSA, shall the complaint be about the School Director |
| Academic concern (e.g. teaching material, grade, etc.) | Discussion with the concerned teacher and/or the tutor | Discussion with the Head of Department or Head of Faculty in the case of a Head of Department | Deputy School Director |
| Boarding | Discussion with the houseparent or Director of Junior School | Discussion with the Director of Boarding | Deputy School Director |
| Student Life (Sport & Expeditions) | Discussion with the Sport Teacher or Head of Expeditions | Director of Character Education | Deputy School Director |