



Parent and Student Complaints Procedure

In all its policies, Marymount International School Rome seeks to act according to the ethos of the School as rooted in our school Mission and the Mission of the Religious of the Sacred Heart of Mary 'That all may have life and live it to the full'. Our commitment to this ethos and to being a Catholic school requires that we always strive primarily for diversity, equity, and inclusion within our community and in our interactions with the wider world. We consider these goals moral imperatives that go beyond legal requirements. In addition, the School undertakes a continual process of review to ensure that policies remain both effective and consistent with our ethos.

1. Purpose

Marymount International School is committed to ensuring that all students feel safe and are able to voice concerns to an adult regarding an incident they experience, witness, or are aware of. It is very important that parents feel comfortable with all aspects of their child's education.

This Complaints Procedure sets out the steps that parents, guardians, and students may take when they wish to raise a formal concern or complaint. The School is committed to:

- Treating all complaints seriously, fairly, and in a timely manner.
- Protecting the confidentiality of all parties involved.
- Safeguarding students and staff from false, malicious, or vexatious allegations.
- Resolving concerns at the earliest possible stage through open and constructive dialogue.
- Continuously improving its practices on the basis of concerns raised.

2. Scope

This procedure applies to all current students of Marymount International School Rome and their parents or legal guardians. It covers complaints relating to:

- Academic matters (grades, course changes, academic probation, assessment).
- Disciplinary decisions (suspensions, expulsions, loss of privileges).
- Pastoral care and student wellbeing.
- Safeguarding and child protection concerns.
- Staff conduct or behaviour.
- School policies and their application.
- Whistleblowing concerns (see also the Whistleblowing Policy for Students).

This procedure does not replace the day-to-day communication between parents, students, and teachers, which is always the first and preferred route for resolving

concerns. Our aim is to work together as a team to ensure your child's success at school.

3. Guiding Principles

Good Faith

All parties are expected to engage in this process honestly and in good faith. The school will take disciplinary action against anyone who makes false, malicious, or vexatious complaints, in accordance with the Behavior Policy.

Confidentiality

The school will protect the personal data of all parties involved in a complaint in accordance with applicable data protection legislation. Confidentiality will be maintained throughout the process, except where disclosure is required by law or by a Judicial Authority.

No Retaliation

No student or parent will suffer any detriment, discrimination, or retaliation for raising a genuine and legitimate concern through this procedure. Students who raise concerns as positive bystanders are similarly protected.

Due Process

Students have the right to Due Process when discipline is administered. This includes:

- Being notified of any allegations.
- Receiving an explanation of the evidence if allegations are denied.
- Being given an opportunity to respond, including in writing.
- Having parents promptly notified of serious or repeated violations.

4. Overview of the Complaints Procedure

The procedure follows a staged escalation model. Parties are encouraged to resolve concerns at the earliest possible stage. The table below provides a summary:

Stage	Contact	Action	Timeframe
Stage 1	Class Teacher/ Pastoral Advisor/ Homeroom teacher	Informal discussion; concern raised verbally or by email	Within 5 school days
Stage 2	Assistant Principal (Academic/Pastoral/Elementary School Assistant Principal)	Formal written complaint submitted; meeting arranged	Within 10 school days

Stage 3 – Grievance	Secondary School Principal/ Elementary School Principal	Grievance conference; written outcome provided	Within 10 school days
Stage 4 – Appeal	Head of School	Appeal hearing; panel decision; final	Scheduled in a timely manner
Whistleblowing	Pastoral AP, Teacher, or Reporting Channel	Confidential disclosure; investigated by external parties	Timely manner

5. Detailed Procedure

Stage 1 – Informal Resolution

Whom to contact:

Secondary School: Class Teacher, Pastoral Advisor, or relevant subject specialist.

Elementary School: Homeroom Teacher or relevant specialist teacher

How to raise the concern:

The parent or student should contact the teacher directly by email or by requesting an appointment. Communications to parents are generally sent via email, and parents are encouraged to conference frequently with teachers by phone or in person by appointment.

Timeframe:

Within 5 school days of the concern arising.

Outcome:

Almost always, the concern can be resolved in a mutually satisfying manner at this stage. If not resolved, or if the concern involves the teacher directly, the parent or student should proceed to Stage 2.

Stage 2 – Formal Complaint to Assistant Principal

Whom to contact:

Secondary School:

High School Academic Assistant Principal

High School Pastoral Assistant Principal

Middle School Academic Assistant Principal

Middle School Pastoral Assistant Principal

Elementary School:

Elementary School Assistant Principal

Early Childhood Center:

ECC Coordinator

How to submit:

The complaint should be submitted in writing (email is acceptable) and include a clear description of the concern, the date(s) of the incident(s), the outcome already attempted at Stage 1, and the desired resolution.

Timeframe:

The Assistant Principal will acknowledge receipt within 3 school days and arrange a meeting within 10 school days.

Outcome:

A written response will be provided following the meeting. If the parent or student is not satisfied, they may proceed to Stage 3.

Stage 3 – Grievance Conference with School Principal

Whom to contact:

Secondary School Principal:

Tel: +39 06 362 91 058

Elementary School Principal Tel: +390636291061

How to arrange:

The student or parent should contact the Principal's office to arrange a grievance conference. The parent, student, and Principal will meet to discuss the incident and the disciplinary action or decision at issue.

Timeframe:

The conference will be scheduled within 10 school days of the request.

Outcome:

If the parent is satisfied with the outcome of this conference, no further grievance action is taken. If not satisfied, the parent may request an Appeal Hearing at Stage 4.

Stage 4 – Appeal Hearing with Head of School

Whom to contact:

Headmistress:

Tel: +39 06 362 91 010

How to request:

To arrange a disciplinary appeal hearing, the parent must contact the office of the Head of School. The appeal hearing will be scheduled in a timely manner when appropriate staff is available.

Rights at the hearing:

- The student must be present at the hearing.
- The student has the right to examine any evidence.
- The student has the right to question the evidence or individual providing evidence.
- The student has the right to question witnesses.
- The student has the right to provide a defence or explanation.

Outcome:

A decision may be made immediately at the end of the disciplinary appeal hearing or in a timely fashion following the hearing. The disciplinary appeal panel consists of school administrators. The decision of the disciplinary appeal panel is final.

6. Whistleblowing Concerns

Students who wish to raise a concern confidentially, relating to suspected malpractice, bullying, unkind behaviour, fraud, dishonesty, safeguarding risks, or other conduct contrary to the School Mission, should follow the Whistleblowing Policy for Students (approved by the Board of Regents, May 2024).

How to Raise a Whistleblowing Concern

Students may raise their concern with:

- Relevant Pastoral Assistant Principal (Secondary) or Assistant Principal/ECC Coordinator (Elementary)
- Any teacher or appropriate adult at the School with whom they feel comfortable.
- Directly through the Marymount Whistleblowing Reporting Channel: <https://marymountrome.whistlelink.com/>

Concerns raised will be investigated thoroughly by external parties, in a timely manner, and corrective action will be taken where appropriate.

Protections

No student will suffer a detriment or be disciplined for raising a genuine and legitimate whistleblowing concern in good faith. Confidentiality will be protected in accordance with applicable data protection legislation.

Students who make false, malicious, or vexatious disclosures will be subject to disciplinary action in accordance with the Behavior Policy.

Escalation

A student who is not satisfied that their concern has been properly dealt with should approach the Elementary School Principal, Secondary School Principal, or Head of School, and may ultimately have recourse to this Complaints Procedure.

Disciplinary Concerns

If a student or parent believes a disciplinary action is unfair or inappropriate, they should follow the staged procedure.

Secondary School:

Violations of school guidelines that may lead to loss of privileges, detention, suspension, or expulsion will be investigated by the Head of School or their designee, who will meet with all individuals involved.

Students on probation are liable to dismissal for additional serious violations. Parents may be required to withdraw a student if the student's conduct, on or off campus, indicates that they do not adhere to the ideals, objectives, and programmes of the School.

Elementary School:

Logical consequences are applied progressively, in line with the Elementary School Code of Conduct and Rewards and Sanctions Policy. Sanctions range from guided reflection and temporary loss of privilege through to community service, recess detention, internal or external suspension, and in serious cases, withholding of re-enrolment. Parents are notified at each significant stage.

Attendance and Absence Disputes

Concerns about attendance records, excused or unexcused absences, or early dismissal decisions should be directed first to the relevant Attendance Office:

Secondary School (attendance@marymountrome.com / 06 3629 1076)

Elementary School (esattendance@marymountrome.com / 06 3629 1061)

If unresolved, the matter should be escalated to the relevant Assistant Principal.

Uniform and Dress Code

The Principal and Assistant Principals are responsible for enforcing the Uniform and Dress Code Policy. Exclusion from school is not considered an appropriate first response. After a first verbal warning, infractions are logged in PowerSchool and parents are contacted. Repeated or defiant refusal to comply will be treated as a behavioral matter. Concerns about the application of this policy should be directed to the relevant Assistant Principal.

Safeguarding and Wellbeing

The School is committed to safeguarding and promoting the welfare of all children and young people. Any concerns about the wellbeing of a student should be raised immediately with the relevant Assistant Principal, Principal or the Head of School.

Safeguarding concerns must be directly reported to the Designated Safeguarding Leads in line with the Marymount Safeguarding Policy.

7. References

This Complaints Procedure should be read in conjunction with the following Marymount School policies:

- Whistleblowing Policy for Students
- Secondary School Behavior Policy / Code of Conduct
- Elementary School Code of Conduct and Rewards and Sanctions Policy
- Safeguarding Policy
- Anti-Bullying Policy
- Academic Honesty Policy
- Acceptable Use of Technology Policy
- Assessment Policy
- Homework Policy
- Inclusion Policy

8. Questions and concerns

Questions regarding this Policy should be directed to the Principal or Headmistress.

9. Record of Approval

This Policy was reviewed and approved by the Board of Regents in May 2026 and will be reviewed in May 2029

