



**EV-S.0824
Complaint
Policy**

December 2024

**EVEREST
SCHOOL**

EVEREST SCHOOL





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This policy aims to provide clear guidelines and ensure that all complaints are treated seriously, reviewed appropriately, and resolved as effectively as possible. By following this process, Everest International seeks to maintain a positive and respectful learning environment for all students, staff, and stakeholders.

1. Purpose of the Policy

The purpose of this Complaint Policy is to provide clear, fair, and transparent procedures for handling complaints within our school environment. This policy is designed to ensure that all complaints are dealt with in a timely, respectful, and professional manner, fostering a positive school culture where concerns are heard and addressed.

2. Scope

This policy applies to all students, parents, guardians, staff, and other stakeholders who wish to raise concerns or complaints regarding school practices, staff conduct, curriculum delivery, facilities, or other matters related to the functioning of the school.

3. Definition of a Complaint

At Everest Schools International we welcome all forms of complaints as it is a show expression of dissatisfaction or concern raised by an individual or group about an action, behavior, or service provided by the school, its staff, or its processes.

4. General Principles

- **Fairness and Transparency:** All complaints will be dealt with fairly, impartially, and without prejudice.
- **Confidentiality:** Information related to complaints will be kept confidential to the extent possible, subject to the need for disclosure in order to resolve the issue.
- **Respect:** All parties involved in a complaint should be treated with respect and courtesy.
- **Timeliness:** Complaints should be addressed as quickly as possible, with the aim of resolving issues within a reasonable timeframe.

5. Complaint Procedure

Step 1: Informal Resolution

- **Step 1.1:** When an issue arises, the complainant should first attempt to resolve the concern informally by discussing the matter directly with the relevant person (e.g., the teacher, staff member, or principal).
- **Step 1.2:** If the issue is not resolved informally or the complainant feels uncomfortable addressing it directly, they may choose to approach the school administration (e.g., principal or vice principal) for support in resolving the matter.

Step 2: Formal Complaint Submission



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- **Step 2.1:** If the concern remains unresolved after informal discussions, the complainant should submit a formal written complaint. This can be by submitting a letter or email to the school administration.
- **Step 2.2:** The formal complaint should include:
 - A clear description of the issue.
 - The date(s) of the incident(s).
 - Any actions taken so far to resolve the issue.
- **Step 2.3:** Complaints should be submitted to the appropriate individual (e.g., principal, vice principal, or designated complaints officer) within a reasonable time frame (usually within 10 school days of the incident).

Step 3: Acknowledgment and Initial Review

- **Step 3.1:** Upon receiving the formal complaint, the school will acknowledge receipt of the complaint within 24 hours. This acknowledgment will outline the next steps and the anticipated timeframe for resolution.
- **Step 3.2:** The relevant staff member(s) or administrator(s) will conduct an initial review of the complaint. If further information or clarification is needed, the complainant will be contacted.

Step 4: Investigation and Resolution

- **Step 4.1:** The complaint will be investigated impartially. This may include interviewing the parties involved, reviewing relevant documents, or gathering other pertinent information.
- **Step 4.2:** The complainant and other involved parties will be kept informed of the progress of the investigation.
- **Step 4.3:** A resolution will be proposed or implemented based on the findings of the investigation. The complainant will be notified of the outcome via email typically within 2 school days of submitting the complaint. If the investigation takes longer, the complainant will be informed of the delay and provided with a revised timeline.

Step 5: Appeal Process

- **Step 5.1:** If the complainant is not satisfied with the resolution or outcome, they have the right to appeal the decision to be reviewed by a higher authority.

6. Roles and Responsibilities

We consider parental complaints as a crucial lever for the development of our school. They allow us to identify areas for improvement, strengthen communication, and build a solid partnership between families and Everest Schools. Such feedback also helps us address specific needs, optimize safety and inclusion, and enhance the school's reputation through transparent and effective management. Moreover, it ensures compliance with regulatory standards while fostering a culture of accountability. In essence, complaints provide a valuable opportunity for continuous improvement in the service of students and their educational environment.



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Our approach to complaint management is based on a clear and structured framework designed to ensure fair, impartial, and confidential handling. This system, accessible to all parents, provides them with the assurance that their concerns will be heard and that concrete actions will be taken to address them.

The Process for Handling Parental Complaints

We employ two approaches for addressing parental complaints:

1. First Phase of Complaint Handling: Informal Complaint Resolution

- a. Parents can submit their complaints verbally to the educational management officer, via the Kinderpedia platform, or by email at the following address: relation@everest-school.com.
- b. Once the complaint is acknowledged and confirmed, the officer collects all relevant information, including documents, emails, and testimonies.
- c. The officer analyzes this information to identify the root cause and discusses it with the individuals involved for further clarification.
- d. Within 48 hours, the officer develops potential solutions, including short-term corrective measures and long-term improvements to prevent recurrence.
- e. Finally, the parents are informed of the actions taken to resolve the issue.

2. Second Phase of Complaint Handling: Formal Complaint Resolution

If parents are dissatisfied with the response or measures taken, they must formally submit their complaint, either by presenting a written letter of complaint, sending it via email to relation@everest-school.com, or through the Kinderpedia application.

- a. The management sets up a committee consisting of the educational management officer as chairperson, two teachers not involved in the details of the complaint, a parent representative or an independent professional, and allows the complainant parent to attend and be accompanied during the hearing, if desired.
- b. During a hearing to address a complaint, which must take place within five days of its submission, the complaints committee undertakes the following essential tasks:
- c. Introduction and Presentation: Introducing the committee and explaining the session's objectives.
- d. Complaint Presentation: The complainant presents the details of their complaint.
- e. Gathering Additional Information: The committee asks questions and requests further evidence if needed.
- f. Complaint Analysis: Reviewing and analyzing the collected evidence and information.
- g. Listening to the Parties Involved: Teachers or staff members involved share their perspectives.
- h. Deliberation: Discussing and evaluating the evidence to develop solutions. The committee formulates conclusions, recommendations, and corrective actions, ensuring that a copy of these is:



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- i. Provided to the complainant.
 - ii. Made available for inspection at the educational management office.
- i. **Decision and Corrective Measures:** Implementing decisions and ensuring corrective measures are in place.
 - j. **Follow-up and Evaluation:** Monitoring the effectiveness of the solutions implemented.

Note: Correspondence and records of individual complaints are kept confidential, except where legal obligations require access.

7. Timeframe for Resolution

- **Informal Resolution:** Ideally within 2 school days.
- **Formal Complaint Acknowledgment:** Within 2 school days.
- **Investigation and Resolution:** Within 3 school days.
- **Appeal Process:** Within 24 hours

8. Monitoring and Review

The school will regularly review the effectiveness of the complaints procedure to ensure it is fair, efficient, and transparent. Feedback from complainants may be solicited to improve the process.

9. Record-Keeping

All formal complaints, investigations, and resolutions will be documented and stored securely. These records will be reviewed periodically to identify any patterns or trends that may require attention or lead to improvements in school practices.