



International Football School

COMPLAINT AND GRIEVANCE GUIDELINES - PARENTS OR STUDENTS

Purpose:

To inform the staff and community members about the processes International Football School follows in the handling of complaints of grievances.

Process:

If a parent or student has a complaint or grievance they would like heard the process is as follows:

1. Parent or student express their concern in writing and is addressed to the child's mentor.
2. If the complaint is about the mentor than the complaint should be addressed to the Principal.
3. If the complaint is about the Principal than the complaint should be addressed to the CEO and or the Chairman of the Board.

The school will acknowledge the complaint in writing (via email or post) within 7 days of receipt of the complaint. The school will investigate the complaint and inform the parent or student of their findings no later than 30 days from the end of the investigation process.

The school adheres to the fundamental concept of procedural fairness and the party making the complaint will not be penalised for making a complaint in any way.