

BODRUM PRIVATE MARMARA PRIMARY SCHOOL

INTERNATIONAL BACCALAUREATE PRIMARY YEARS PROGRAMME

PARENT OR LEGAL GUARDIAN AND STUDENTS COMPLAINTS PROCEDURES

August 2022



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Phylosophy:

Every student, parent and staff has the right to object, complain or criticise; any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution. All parties are expected to be clear, polite and respectful.

If any student, parent or staff member makes a complaint for any reason, the procedure outlined here will be followed:

All concerns and complaints will be handled seriously and confidentially. Complaints in this policy include issues related to the parent, teacher, student, administration or the operation of the school that may occur on a daily basis at school. All official complaints and resolution process and result are recorded and archived. Correspondence, statements and records are kept confidential except when information is requested by a judicial body. Informal complaints transmitted verbally in the form of chat are not recorded if they are resolved in a short time and the complaint disappears. The following procedures are applied in case of complaints that may arise.

Solution Steps :

It is hoped that most complaints and concerns will be resolved informally and promptly.

1. Students should contact their homeroom teacher or designated counselor teacher to raise concerns.
2. Teachers or personnel contact to vice principal or principal to raise their concerns.
3. Parents who wish to submit their complaints via e-mail can forward their complaints to veliiletisim@bodrummarmarakoleji.com
4. Parents should contact their child's homeroom teacher or designated counselor in the first instance. If the complaints or objections are not resolved by these means, the complainants can make an appointment with the vice principal and / or principal and the parties concerned with the subject of the complaint have the opportunity to come together and discuss the issue.

5. The school informs the complainants about the actions to be taken.
6. If the complaints cannot be resolved and continues, and in case of serious complaints, the complainant is asked to write a formal petition and forwarded to the principal. The petition should clearly state what and for whom the complaint is made. The principal asks for a defence from the person related to the subject as a response to the petition. After the defence the principal and vice principal makes investigation and decides how to proceed. The school principal gives feedback within 5 days.
7. If there is complaint or objection regarding a subject that exceeds the authority of the school principal the situation is conveyed to the founder by the school principal.

This procedure is written in August 2022 for Primary Years Programme.