

**CJD International School Braunschweig-Wolfsburg
Complaint Management Procedure**

Complaint Management

Communication with parents is an essential part of all employees' daily work. In this regard parents are encouraged to bring their grievances and problems to our attention. Misunderstandings and differences can usually be clarified by using a direct dialogue approach to discuss matters before an issue becomes a problem. Most grievances, therefore, do not constitute a formal complaint.

Firstly, it must be clarified whether or not the reported issue is meant as a formal complaint. If the complaint is considered to be a valid and formal complaint, then it shall be documented accordingly and processed as such.

Formal complaints are addressed to the Head of School, the Academic Dean or the Academic Coordinators. He/she is responsible for processing and following up on the complaint. Decisions and feedback are to be communicated to the parent who initiated the complaint.

The complaint shall be documented using the form FB Customer Complaints (see below). The appropriate Academic Coordinator, Head of School or Academic Dean will organize a meeting for all relevant parties to discuss the complaint. In some cases, the parent or student may elect to meet only with the Head of School, Academic Coordinator or Dean. The goal will be to reach an amicable solution. If the respective employee is unavailable for clarification, the complaint will be discussed by the appropriate committee and forwarded to the concerned persons. Meetings to discuss complaint will be documented and meeting minutes recorded. At the end of the meeting, the teacher, parent or student, and relevant administrator will sign the FB Customer Complaint Form and meeting minutes. The complaint will be documented and stored in the complaints folder for a period up to 10 years.

The final decision and outcome of the complaint can be communicated to the parent or student via email or in a final meeting. Assuming the parent feels there has been an amicable solution to the problem this is documented in the complaint folder as well. The aim is always to find an amicable solution between the parent or student who submitted the complaint and the school. If no amicable solution can be reached, this is documented in the complaint folder and recorded for statistical purposes.

In the event the parent or student is unsatisfied with the outcome, they can escalate the complaint and address the Head of Education (Fachbereichsleitung Schulische Bildung) in CJD Braunschweig.

Customer Complaints Form & Information on the Complaint Procedure

At the beginning of every school year, the school holds informational sessions with students and parents. The IB Diploma and Cambridge students take part in the IGCSE Kickoff and IB Diploma Pre-DP Orientation Days in mid to late August every year. Parents of all grades are invited to a cohort specific Parent Evening from 7:00 to 9:00 pm during the first two weeks of September. All members of our school community are made aware of all school policies and/or any relevant policy updates. This includes but is not limited to: the Assessment Policy, Complaint Procedure, Inclusion Policy and Academic Integrity Policy. Additionally, in the event a student or parent is not in attendance for one of our Student Pre-Programme Orientation or Parents Evenings, all community members receive an email of where they can access policies on our website (Forms & Downloads).

Customer Complaint Form

Recorded on (Date):	By (employee's name)	Employee's department:
Distributed on (Date):	For further processing distributed to (name):	Employee's department:

Complainant:
Topic/ Contents of complaint:
Processing status:

<input type="checkbox"/> Information about the final handling is given to complainant: <input type="checkbox"/> in writing <input type="checkbox"/> oral	on (Date of information):
<input type="checkbox"/> Final conversation with the complainant done with the result: <input type="checkbox"/> according to complainant satisfactory and resolved <input type="checkbox"/> still remains in conflict	on (Date of conversation):
Complaint process documentation done by (employee's name):	Employee's Department: