



POLICY ON COMPLAINT PROCEDURES FOR PARENTS, LEGAL GUARDIANS, AND STUDENTS



Coree International School values open communication and constructive dialogue among the school, parents, legal guardians, and students. Whenever possible, we encourage that concerns and issues be discussed directly with the parties involved, promoting quick and effective resolution.

Objective:

This policy aims to establish procedures for receiving and resolving complaints made by parents, legal guardians, or students in a fair, transparent manner and within a reasonable timeframe. It ensures that concerns are addressed seriously, respectfully, and, when necessary, lead to appropriate action.

Scope:

This policy applies to all parents, legal guardians, and students of Coree International School, as part of our commitment to providing a positive and responsive learning environment.

Complaint Procedures:**Initial Contact**

Parents, legal guardians, or students who have a complaint are encouraged to initially address the issue with the responsible person or team (for example, a teacher or school staff member). This may be done informally, through conversation or email. In the case of issues between students, they may talk to each other, always with mediation and monitoring by the school team. Parents and guardians should not directly approach other students on school premises.

If the issue is not resolved at this stage, the complaint can be forwarded to the responsible school leader (for example, Area Coordinator, School Manager).

Submission of Formal Complaint

If the issue remains unresolved after the initial contact, a formal written complaint



should be submitted. This can be done via email to the Area Coordinator or Pedagogical Manager of Coree.

The formal complaint must include the following details:

- Name of the complainant
- Contact information (email/phone)
- Detailed description of the complaint, including dates, relevant facts, and any other information that may help in analyzing the case
- Record of previous resolution attempts, describing the actions already taken, people involved, and the results obtained so far

Investigation Process

Upon receiving a formal complaint, the school will acknowledge receipt and conduct a thorough, impartial, and confidential investigation to determine the facts reported. During meetings, a school staff member will be designated to take formal notes, recording the main points discussed, decisions made, and agreed next steps. This record will be securely stored and may be shared with those involved, if necessary

Resolution

Following the investigation, the school will provide a written response to the parent, legal guardian, or student, presenting the findings and the actions taken or recommendations for resolution. If the complaint is deemed valid, the school will take the necessary corrective measures and monitor the situation to prevent recurrence. If the complaint is not deemed valid, the response will clearly explain the reasons for the decision.

Appeals Process

If the complainant is not satisfied with the resolution, they may appeal the decision. The appeal must be submitted in writing. The appeal will be reviewed by a senior member of the school leadership team.



Confidentiality

All complaints will be handled confidentially, and the school will take all reasonable measures to ensure the privacy of all individuals involved is respected. Information related to the complaint and the investigation will only be shared with those directly involved in the process.

Continuous Improvement

The school values feedback from parents, legal guardians, and students, using it to improve its policies, procedures, and the overall school environment. A summary of complaint trends and outcomes is continuously reviewed by the school leadership team to identify areas that may need improvement.

Contact Information:

Parents, legal guardians, or students who wish to file a complaint may contact us for assistance in the complaint process.

This document has been shared with the school community through the school website, in the School Guide document.



Department contacts:

Early Years

Head of Department: Esther Bahr Pessoa

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Elementary School

Head of Department: Lurdes Mattos Sombrio Prestes

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Middle School

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Upper School

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Pedagogical Manager of Coree International School: Liliane Constantini

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