

**GARDEN INTERNATIONAL SCHOOL**

**CONCERN PROCEDURE**

<p><b>First Stage</b> Parent discusses concerns with their child's class teacher in primary or year tutor/subject teacher in secondary schools Unresolved issues referred to Head of Key Stages or Head of year</p>	<p align="center"><b>Informal</b></p> <p>Most difficulties can be resolved at this stage</p>	<p><b>Second Stage</b></p>
		<p>Escalating unresolved issues referred to respective Deputy Heads</p>
	<p>In the unlikely event that the Deputy Heads have been unable to resolve the issues to the parent's satisfaction</p>	
<p><b>Third Stage</b> Parent contacts the respective Head of school and asks for an appointment to discuss the matter and/or use the complaint form</p>		
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<p><b>Formal</b></p>	<p>Formal complaints are heard when all previous stages have been undertaken and the issue remains unresolved. Very few complaints reach this stage.</p>	
		<p><b>Fourth Stage</b> Parent writes to the Principal raising their concern and fill up the Complaint Form if necessary</p>
<p><b>Fifth Stage</b> The formal complaint will be referred to the principal. The principal will convene a panel of senior teachers not previously involved, to hear the complaint.</p>	<p>The Fifth Stage is the last stage within the school's procedure.</p>	

Parent Formal Complaint Forms can be obtained from the respective school secretary.