



Complaints Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to ensure that a concern or a complaint by a parent (or guardian) is considered sympathetically and efficiently, and is resolved as soon as possible.

2. Scope

The policy / procedure applies to parents and guardians with students in the school.

3. Definitions

A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work made in-person, by phone, email or other forms of writing.

4. Policy statement

Dyatmika recognises that a willingness to listen to questions and critique and to respond positively, can lead to improvements in school practices and provision for students.

Dyatmika will deal with complaints against the school in a consistent and responsive way, with the aim of achieving a rapid and satisfactory conclusion. The school aims to resolve issues informally, but where complaints become formal, written records will be kept.

School practices, policies and procedures are approved by the Yayasan and these set the larger framework for school responses to issues, as do government regulations. These policies and regulations are applied with consistency. Parents should be familiar with the Parent Handbook which contains related guidance. Key policies and procedures are available either via the school website or the parent portal.

The Yayasan is the governing body of the school and, as such, Yayasan decisions are final.

There may be occasions when, despite all the stages of the procedure being followed, a parent remains dissatisfied. If the parent seeks to reopen the issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.

5. Procedure

5.1 Informal concern

It is hoped that concerns (issues, misunderstandings or requests for information) will be resolved quickly and informally, before they become complaints. We request that parents follow our line management structure.

Individual student or classroom-related issues should be discussed directly with the:

1. Teacher concerned. Parents can also keep in regular touch with subject / class teachers through our email system (see appendix to this handbook). Please note that teachers have a heavy workload and do not read emails whilst teaching students. It may not be possible to reply to enquiries on the same day.
2. Relevant Academic and Pastoral Leader (High School) if more appropriate than speaking to the teacher.
3. Relevant Head of School if the APL has been unable to resolve the issue or you are dissatisfied with the response.
4. Issues related to school administration should be directed to the Business Manager in the main office.
5. Issues that require changes in policy / procedures, issues of a whole school nature or if you are unhappy with the response of a Head of School should be raised with the Director.

The PTFA Executive are also in regular communication with the leadership of the school and may be able to bring Issues of general interest (i.e. not personal matters) to their attention. However specific concerns should be addressed directly with the school.

All effort will be made to resolve informal concerns within one school day (24 hours) of a concern being received. All informal concerns will normally be resolved within 3 school days. The person receiving the concern may refer it to a more appropriate person for advice, consideration and resolution.

When a concern cannot be resolved informally following the above channels, the matter may become a formal complaint.

5.2 Formal complaint

When concerns are not resolved, written notice of the complaint should be sent / forwarded to the Director (by the parent or the appropriate Head of School). The Director will provide advice and / or seek a resolution with the parent and other appropriate senior staff.

When, as far as practicable, all the relevant facts have been established, a decision will be made and parents informed of this decision in writing, including reasons as appropriate, within 10 school days or less where possible.

In the case of a formal complaint, written records will be kept of correspondence and meetings.

If parents are still not satisfied with the solution / decision, the Director will refer the matter to the Yayasan.

5.3 Referral to the Yayasan

If a matter remains unresolved then it will be escalated to the Yayasan.

The Director will inform the parent that the matter has been referred to the Yayasan. The Director will provide information to the Yayasan, although a parent may be asked to provide a written account of the issue, if this does not already form a part of related documentation.

If further consideration is required, the Quality Education Committee (made up of the Chair of the Yayasan and other key members) may convene to consider the issue, reach a solution / decision and make recommendations.

The Yayasan's response may be made directly to the complainant or via the Director.

6. Roles and responsibilities

The Yayasan is to:	<ul style="list-style-type: none"> ● Act as the final arbiter of complaints in line with relevant regulations, school policies and procedures ● Act in consultation with school senior leadership
The Director is to:	<ul style="list-style-type: none"> ● Seek solutions to issues in consultation with persons involved ● Follow relevant regulations, school policies and procedures ● Refer issues to the Yayasan if an issue is not resolved
Heads of School / the Business Manager are to:	<ul style="list-style-type: none"> ● Seek solutions to issues in consultation with persons involved and in line with relevant regulations, school policies and procedures ● Refer issues to the Director if an issue is not resolved
Heads of Department / APLs are to:	<ul style="list-style-type: none"> ● Seek solutions to issues in consultation with persons involved and in line with relevant regulations, school policies and procedures ● Refer issues to the Head of School if an issue is not resolved
Teachers are to:	<ul style="list-style-type: none"> ● Seek solutions to issues in consultation with persons involved, referring issues to middle or senior leaders if an issue is not resolved
PTFA Executive is to:	<ul style="list-style-type: none"> ● Communicate issues of general interest (i.e. not personal matters) to the school leadership
Parents are to:	<ul style="list-style-type: none"> ● Communicate matters of concern to the school directly following the guidance in this policy

7. Change history

Version	Developed by	Date of issue
1	Director	June 2019
2	Director	October 2022