



CANADIAN INTERNATIONAL SCHOOL OF PHNOM PENH

SECTION

Public Concerns & Complaints

Board Approval Date
October 5, 2016

POLICY

Constructive criticism by the public will be welcomed whenever it is motivated by sincere desire to improve the quality of the educational programs or to equip the School to do its tasks more effectively. The School believes that complaints and grievances are best handled and resolved as close to their origin as possible, and that staff should be given every opportunity to consider the issues and render decisions prior to involvement by the School administration or Directors.

GUIDELINES

So that the public may be informed on how to properly communicate their concerns, the School advises that complaints shall be channeled according to the sequence indicated in each of the following categories:

Category A: Instruction and discipline

1. Teacher
2. Principal
3. Directors

Category B: School Personnel

1. Employee
2. Employee's immediate supervisor
3. Principal
4. Directors

Category C: Transportation

1. Principal
2. Directors

Category D: School Operations and Policies

1. Principal

2. Directors

PROCEDURES

- 3.1 CIS expects staff to receive complaints courteously and to make a proper reply to the complainant.
- 3.2 A complaint should be made at an appropriate time and place, and in a civilized manner.
- 3.3 Complaints shall be made in private and not in front of students or during class time.
- 3.4 Complaints shall be made in private and not in front of an employee's co-workers.
- 3.5 An employee who is the object of a complaint shall be informed promptly, and be afforded the opportunity to present the facts as he/she sees them.
- 3.6 Matters referred to the Directors must be in writing and should be specific in terms of the action desired.
- 3.7 Anonymous complaints will not be directly addressed.
- 3.8 Parents should limit themselves to direct experiences involving their own children.
- 3.9 Appropriate confidentiality of students, staff, and parents will be maintained at all times.
- 3.10 All relevant parties will deal with each individual concern seriously and therefore there is no benefit to and/or advantage in submission of multiple signature petitions.

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