



COMMUNICATION & COMPLAINT POLICY

Reviewed 15 Oct 2024

At 7Hills International School, we prioritise transparent and effective communication among all stakeholders, including students, staff, and parents. Our communications channels aim to foster a positive and collaborative environment while providing avenues to address concerns and complaints promptly and fairly.

Communication Guidelines:

1. Regular Updates: We commit to providing regular updates and important information through various channels, including email, newsletters, the school website, and social media platforms.
2. Open Door Policy: All staff members, including teachers, administrators, and support staff, maintain an open-door policy to encourage students, parents, and colleagues to voice their concerns and seek assistance at any time, but we strongly encourage to schedule a meeting to make sure that the person has adequate time to talk and address the raised suggestion or concerns.
3. Parent-Teacher Meetings: Scheduled parent-teacher meetings are held each term to discuss students' progress, address concerns, and collaborate on their academic and personal development.
4. Student Feedback: We value student feedback and encourage students to express their thoughts, opinions, and concerns through suggestion boxes, student councils, and one-on-one discussions with teachers or counselors.
5. Staff Collaboration: Regular staff meetings and forums are organized to facilitate communication, collaboration, and professional development opportunities among faculty and staff.

Complaint Procedure:

1. Informal Resolution: Individuals are encouraged to address concerns informally in the first instance, directly with the relevant staff member or supervisor, to seek resolution.



2. Formal Complaint: If the concern remains unresolved or requires formal attention, individuals may submit a written complaint to the school leadership team with the HOS as the Coordinator. The complaint should include details of the issue, relevant evidence or documentation, and any previous attempts at resolution.
3. Investigation: Upon receipt of a formal complaint, the school leadership team with the HOS as the Coordinator will conduct a thorough investigation, including gathering information from all parties involved.
4. Resolution: The school leadership team will work to resolve the complaint promptly and fairly, taking appropriate action as necessary. This may include mediation, disciplinary measures, policy review, or other remedies to address the issue.
5. Appeal Process: If the complainant is dissatisfied with the outcome, they may appeal to the school's board of directors body, providing additional information or evidence to support their case. The governing body will review the appeal and make a final decision.

Confidentiality:

All communication and complaints will be handled with confidentiality and discretion to protect the privacy and interests of all parties involved.

Hierarchy and Responsibility:

- Teachers and Staff: Responsible for addressing concerns raised by students or parents within their scope of responsibility. If unable to resolve the issue, they should escalate it to the respective Coordinator (IMYC, IGCSE, A-Level)
- IMYC, IGCSE, A-Level - Coordinators: Responsible for addressing concerns within their department or team. They may escalate unresolved issues to the School Leadership team with the HOS as the Coordinator if necessary.
- School Leadership Team: Responsible for overseeing the resolution of formal complaints and ensuring that appropriate action is taken. They may involve



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relevant stakeholders, including the school Board of Directors, if needed, to address complex or sensitive issues.

- School Board of Directors: Responsible for reviewing appeals and making final decisions on unresolved complaints, ensuring fairness and adherence to school policies and procedures.

By adhering to this communication and complaint policy, 7Hills International School strives to maintain a supportive and inclusive learning environment where all stakeholders feel heard, valued, and respected.



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