



Complaints Policy and Procedure

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Sopio Bazadze
Director



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Terminology

Term	Description
European School LLC	A Limited liability Company emphasizing a multilingual and multicultural pedagogical approach to the teaching of kindergarten, primary and secondary students, leading to the European Baccalaureate as their secondary leaving qualification
Complaints Policy & Procedure	Present Policy is a formal document or set of guidelines that outlines the procedures for addressing complaints, or disputes within the organization
Line Manager	A person with managerial authority who is responsible for enforcing the Complaints Policy and procedure and taking initial actions.
Staff Manual	Also known as an employee handbook or employee manual, is a collection of rules, policies and procedures outlining everything employees need to know about working at that company
Structural Unit	Structural Division
Subject Department	Specific structural element focused on a particular academic subject area
Formal Complaint	Refers to a written / documented expression of dissatisfaction or concern regarding an issue or situation within an organization. This type of complaint follows a specific process outlined in this policy and procedure document

Roles and Responsibilities

Role	Role Responsibility
Complainant	<ul style="list-style-type: none"> • Clearly articulate the issue or concern in writing, providing relevant details and documentation. • Engage in the process by responding to any requests for information during the investigation. • Maintain respect for the process and participate constructively, understanding their rights and responsibilities within the policy framework.
School Director	<ul style="list-style-type: none"> • Oversee the implementation and adherence to the complaints policy. • Ensure that the organization fosters a culture of transparency and accountability. • Review and respond to significant complaints that may impact the school's reputation or operations.
Administrative Manager	<ul style="list-style-type: none"> • Handles the financial aspects of complaints, when applicable, in compliance with the school's financial policies.
The Head of Human Resources Management Division	<ul style="list-style-type: none"> • Facilitate the complaint process by providing guidance and support to complainants and staff. • Conduct investigations into complaints related to employment issues, ensuring fairness and compliance with labor laws. • Maintain confidentiality and protect against retaliation.
Line Manager	<ul style="list-style-type: none"> • Act as the first point of contact for complaints within their area of responsibility. • Address and resolve complaints promptly at the structural unit's level, escalating issues as necessary. • Ensure that staff members are aware of the complaints policy and encourage open communication.

1. Scope and Purpose

1.1 The present procedure was developed in accordance with the applicable legislations of Georgia and the Charter of “European School” LLC (hereinafter – “European School “or “School”).

1.2 The present procedure applies to all members of the European School community – students/kindergartener and their parents/legal representatives (hereinafter - parent) and staff. Procedure shall be followed in cases when School community members either as individuals or as a group have a complaint because they feel that there has been a violation, a misapplication or a misinterpretation of a Georgian law or school policies and procedures by the school.

1.3 Making a complaint shall be easy, it has to be treated confidentially (when appropriate) and has to be resolved in a timely, fair and consistent manner.

2. General Rules

2.1. The school is focused on resolving all concerns and complaints as soon as possible.

2.2. A meeting on an informal basis should be encouraged. Therefore, any complainant should first meet informally and discuss their concerns with the person(s) involved;

2.3. If the concern is not resolved through informal meeting, a formal complaint may be made.

3. Resolving Complaint on informal basis

Complainant has to follow below indicated procedure, for resolving the complaint on informal basis:

3.1. Parent(s)/student(s) having a complaint shall refer to:

3.1.1. The relevant homeroom Teacher in the first place;

3.1.2. If the Homeroom Teacher is not able to resolve the issue, the relevant Program Coordinator has to be approached.

3.2. School staff member(s) having a complaint shall refer to:

3.2.1. Line Managers;

3.2.2. If the Line Manager is not able to resolve the issue, then the complainant should contact the head of the relevant structural unit or the subject department, and in the absence of such, the school director or the school administrative manager in accordance with the subordination.

4. Instances for Resolving Complaint on formal basis

If the issue had not been resolved informally, formal complaint has to be addressed following the below mentioned instructions:

4.1. Complainant(s) (whether it is a student/parent/staff member) are entitled to submit the complaint letter to:

4.1.1. Director and/or Administrative Manager of the School (in accordance with the authority defined by the school structure);

4.1.2. If the complainant is not satisfied with the response provided by the School Director and/or Administrative Manager, the matter will be escalated to the school's supervisory board for further review.

4.1.3. All complaints against the Director of the School and/or Administrative Manager shall be referred in the first instance to the Supervisory Board following the procedure of resolving complaint on formal basis.

5. Formal Complaint Procedure and Timeframes

Formal Complaint Procedure (whether it is addressed to the Director and/or Administrative Manager of the School or to the Supervisory Board), has to be as follows:

5.1. A Formal Complaint letter has to include:

- A precise description of the nature (content) and reason/circumstances of the complaint;
- The specific normative act, school policy or part of thereof (with reference to the relevant norm), that the complainant believes has been violated, misapplied or misinterpreted.

5.2. Complaints will generally be treated confidentially, however, persons included in a complaint shall have the information regarding complaint and concerns and shall be provided with the copy of the Complaint.

5.3. Meeting shall be held by the decision of the person / body reviewing the complaint with the person(s) about whom/in connection with whose action / inaction the complaint had been made and, if necessary, with other person(s) involved in the case/incident as well (during the meeting, they might be accompanied by the representative with appropriate authority, in case of their wish).

5.4. Records of the investigation process have to be well written and kept.

5.5. After investigating the matter thoroughly, relevant decision has to be made and communicated to the complainant.

5.6. Recommended time for investigating the case after formal complaint had been made and for informing Complainant about the final decision is – 15 working days.

6. Confidentiality

Confidentiality is a crucial element of any complaint or grievance policy and procedure. It ensures that individuals who come forward with concerns feel safe and secure in expressing their issues without fear of exposure or repercussions. Maintaining confidentiality is essential not only for protecting the privacy of the complainant but also for fostering a culture of trust within the organization.

7. Supporting References

- Disciplinary Policy and Procedure
- Statute of Disciplinary Committee.