



## Parent Concerns and Complaints Policy

Saigon Star International School acknowledges that parents and caregivers have a right to raise concerns and air complaints they may have and to have them addressed appropriately. The School's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment
- build relationships between students, parents and staff

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties. We aim to send an initial acknowledgement within 24 hours of the complaint being received, with an indication of when more complex issues will be resolved by, also detailed in the acknowledgement. If we require more time, we will keep you updated and respond using the same method as was used for the initial communication.

### Policy Statement

This policy and its associated procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the school values and vision
- Incidents of bullying or harassment in the classroom or the playground
- Aspects of student learning including: curriculum, assessment and the reporting of assessment
- Communication with parents
- School fees and payments

### PLEASE ...

- Raise your concern as soon as you can after the issue occurs
- Put it in writing, providing detailed factual information
- Maintain and respect everyone's privacy and confidentiality
- Be calm, courteous, honest and sincere

### PLEASE ALSO ...

- Recognise everyone has rights and responsibilities that must be balanced
- Respect and understand each other's point of view; value difference rather than judge and blame
- Realise we need to achieve an outcome acceptable to everyone involved



<b><u>Issue</u></b>		<b><u>Who to Contact</u></b>		<b><u>How</u></b>
<ul style="list-style-type: none"><li>• Classroom activity</li><li>• Curriculum</li><li>• Friendship Issues</li></ul>	→	Class Teacher or appropriate Specialist Teacher	→	By e-mail, telephone or appointment
<ul style="list-style-type: none"><li>• School fees &amp; payments</li><li>• General enquiries</li></ul>	→	Ms. Ngoc (Office Manager) or Brendan Hearne (Deputy Head)	→	By e-mail, telephone or appointment
<ul style="list-style-type: none"><li>• Complex student issues</li><li>• Student welfare</li><li>• Staff members</li></ul>	→	<ul style="list-style-type: none"><li>• Rebecca Lambton (Early Years)</li><li>• Brendan Hearne (Y1/2)</li><li>• James Quantrill (Y3-7)</li></ul>	→	By e-mail, telephone or appointment
<ul style="list-style-type: none"><li>• School policy</li><li>• School management</li></ul>	→	Brendan Hearne (Deputy Head) or Ellen Thompson (Headteacher)	→	By e-mail, telephone or appointment

**Important Contact Information:**

- General enquiries - [enroll@saigonstarschool.edu.vn](mailto:enroll@saigonstarschool.edu.vn)
- Ms. Ngoc (Office Manager) - [ngoc@saigonstarschool.edu.vn](mailto:ngoc@saigonstarschool.edu.vn)
- Ellen Thompson (Headteacher) - [ellen@saigonstarschool.edu.vn](mailto:ellen@saigonstarschool.edu.vn)
- Brendan Hearne (Deputy Headteacher) - [brendan@saigonstarschool.edu.vn](mailto:brendan@saigonstarschool.edu.vn)
- James Quantrill (Head of Upper Primary) - [james@saigonstarschool.edu.vn](mailto:james@saigonstarschool.edu.vn)
- Rebecca Lambton (Head of Early Years) - [rebecca@saigonstarschool.edu.vn](mailto:rebecca@saigonstarschool.edu.vn)