



LISA Complaint Policy

Purpose: This complaint policy document serves as a framework for Lemania International School Altdorf (LISA) and is consistent with the stated principles and practices of the IB.

School Mission Statement:

Lemania International School Altdorf believes in the curious nature of every child and our mission is to develop students as competent, curious, and engaged global citizens who help to create a more caring and peaceful world.

We are convinced that curiosity of other cultures fosters intercultural respect and understanding in an international environment.

We believe that curiosity together with open-mindedness and compassion leads to excellence in achievement and every students' realization of his or her true potential.

We believe that curiosity, in combination with a principled framework, encourages students in their learning process in key ways:

Core Values and Guiding Principles

Innovation. We lead in *innovative and creative* problem solving, across local and global settings.

Respect. We endeavour to understand ourselves and our unique perspectives whilst respecting the perspectives, values and culture of others.

Accountability. We take personal ownership of our actions and take responsibility as citizens of the world.

Communication. We understand the importance of multilingual communication, audience adaptation, and the virtue of listening in cooperating with others.

Reflective. We learn to understand our strengths and weaknesses through a guided process of self-reflection and personal development.

Academics. We strive for academic excellence and support our students to develop their individual abilities to the highest level of their potential. We provide a high quality international education, leading in pedagogy, innovation and global citizenship, within an intercultural environment.

Vision

We are committed to becoming an outstanding International Baccalaureate educational institution providing a challenging and well-rounded education to students from across the globe that imparts critical thinking skills, knowledge and a lifelong love of learning necessary for them to thrive as global citizens. We are committed to developing future generations of leaders prepared to tackle global challenges with confidence. We are committed to openness, inclusiveness, diversity, environmental sustainability, and excellence in achievement.



1. The difference between a concern and a complaint

A 'concern' may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'. A complaint may be generally defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.¹

In order to avoid concerns to escalate into formal complaints, LISA is willing to take concerns seriously in order to resolve them as early as possible. If a complaint should be raised, it should be done in accordance to the school's formal procedure and LISA will make every effort to resolve the matter as soon as possible.

2. Who can make a complaint?

Any person involved in the school community, teachers, staff, parents, carers, students and so on and so forth.

3. Procedure

The school welcomes an open dialogue with parents and students and will take the necessary time to discuss issues. The school will not shy away from problems that parents or students might face but will openly discuss them with the people involved.

Most concerns might be handled directly by teachers, HODs or tutors. On the rare occasion that parents want to raise a complaint, LISA has a clear confidential procedure which must be followed.

- a) A verbal complaint is made to the teachers via an appointment or skype meeting. The complaint is investigated, and parents will be notified of the results. If the complaint is resolved, the matter is closed.
- b) A formal written complaint is made using the form below and is signed. The complaint is thoroughly investigated by the Head of School who will interview all parties involved. He will decide what actions should be taken and will inform the complainant either in person or in writing. If the complaint is resolved, the matter is closed.
- c) Should the complainant not be satisfied, the complaint will then be reviewed and investigated by the board. The complainant might be invited to meet with the board and explain why the conflict was not successfully resolved. The board's decision is final and may include recommendations.

Note: Malicious complaints may result in penalties or legal action being taken by the school. The school complaints procedure does not affect the complainant's rights under Swiss law.

¹Best Practice Advice for School Complaints Procedures 2016
Departmental advice for maintained schools, maintained nursery schools and local authorities



Complainant's name:	
Student's name:	
Relation to the student:	
Address:	
Phone number:	
Email address:	
Details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Date:	Signature: