

Complaints Policy

In a many-cultured environment, with many valid perspectives, different viewpoints can lead to tensions, but can also throw fresh insight upon what goes on in school and bring fresh solutions.

In order to continue improving the school as an organisation and as an environment facilitating international education we want to hear feedback and concerns; by listening, we get better and we are here to do the best we can for your children.

Your feedback, concerns and suggestions should be directed to staff in the following order:

Class teacher/form tutor

Head of Primary or Secondary or IB Co-ordinator

Head of School

Advisory Board (via parent representatives or Chairperson or the Head of School)

In the interests of transparency and accountability, all feedback, concerns and suggestions should be put in writing, either by email or on paper and we endeavour to make a formal response with one working week.