

Parents' Complaint Policy

1. Purpose

This policy outlines the procedures for parents or guardians to raise concerns or complaints regarding any aspect of the school's operations, ensuring all issues are addressed promptly, fairly, and respectfully.

2. Scope

This policy applies to all parents and guardians of students enrolled at the school.

3. Principles

- All complaints will be taken seriously and handled with confidentiality.
- Complaints will be addressed in a timely and impartial manner.
- No parent, student, or staff member will face discrimination or retaliation as a result of raising a concern.

4. Types of Complaints

Complaints may relate to, but are not limited to:

- Teaching and learning
- Student welfare and safety
- School environment and facilities
- Communication and administration
- Staff conduct

5. Procedure

Step 1: Informal Resolution

- Parents are encouraged to discuss concerns directly with the relevant staff member (e.g., teacher, support staff) as soon as possible.
- Many issues can be resolved quickly through open communication.

Step 2: Formal Complaint

If the issue is not resolved informally:

1. Submit a written complaint to the school administration (Principal or designated officer), including:
 - Name and contact details
 - Details of the complaint
 - Steps already taken to resolve the issue
2. The school will acknowledge receipt of the complaint within 3 working days.

Step 3: Investigation

- The school will investigate the complaint, which may involve meetings with relevant parties.
- All parties will have the opportunity to present their views.
- The investigation will be completed within 10 working days where possible.

Step 4: Outcome

- The school will communicate the outcome in writing, outlining any actions taken or proposed.
- If the parent is dissatisfied with the outcome, they may request a review by the school board or governing body.

6. Record Keeping

All complaints and outcomes will be documented and stored securely, in accordance with privacy laws.

7. Monitoring and Review

The school will regularly review complaints to identify trends and areas for improvement. This policy will be reviewed annually.

8. Contact Information

For formal complaints, contact:

- **Executive Director's Office**
- Phone: 508-997-8295
- Email: Ivicente@discoverylanguageacademy.org
- Address: 128 Union Street • Suite 300 • New Bedford • MA. 02740

This policy is available on the school website and upon request from the school office.