

**POLICY STATEMENT**

If you have a concern or complaint, Alexanders Private School will always try to deal with it helpfully and reasonably. If we need to do so, we will always try to rectify an issue as quickly as possible.

If you have a concern or complaint about Alexanders Private School then you need to approach the school itself. Other parents and third parties will only be able to provide you general advice.

This complaints procedure is for general complaints. A general complaint is likely to arise when the matter includes serious issues of physical or emotional well-being or security, or when the School’s stated aims or values are being ignored. The school must follow other procedures for staff disciplinary action, child protection issues or criminal investigations. We shall advise you as to which is the right procedure when you discuss your concern with us.

There is also a difference between a concern and a complaint. A concern is likely to require only inform discussion, perhaps involving a teacher, and a learner and parent, and it is hoped that it can be resolved quickly through discussion and appropriate action. If this does not resolve the concern then it **could** become a complaint.

All parents/carers and staff involved at Alexanders Private School will be aware of the contents of this policy and will be encouraged to adhere to the procedures provided in this policy.

**SCOPE OF THE POLICY**

This policy applies to all parents and carers of learners registered at the school, as well as all members of staff - both teaching and support staff - and directors.

**GUIDING PRINCIPALS**

This policy is in addition to the school’s other policies including the APS Behaviour Policy, APS Code of Conduct and the APS Grievance & Disciplinary Procedures Policy.

**The complaints procedure has five distinct stages:**

<b>STAGE 1</b>	<p>If you have a concern about the school, try to have an informal chat to someone at the school, preferably the person who is most closely involved such as your child’s class teacher or the subject teacher who will then attempt to rectify any concern immediately and informally.</p> <p>Most concerns can be settled quickly and without fuss by contacting the right person involved in the matter.</p>	<p>Your child’s class teacher or the subject teacher will attempt to rectify any concern immediately and informally with limited fuss.</p> <p><b>If you are not satisfied with the way your concern has been dealt with or if you feel your matter is a complaint and not a concern, then you should take the matter to Stage 2:</b></p>
<b>STAGE 2</b>	<p>You should complain to the relevant <b>Head of Key Stage</b> who will investigate your complaint seriously and sensitively. You would normally provide your complaint in writing.</p>	<p>The HOKS will let you know that it has received your formal complaint by writing back to you within 5 school days. You will be given the results of the HOKS investigation in writing within 15 school days.</p> <p><b>If you are not satisfied with the way your complaint has been dealt with or with the resolution, then you should take the matter to Stage 3:</b></p>

<b>STAGE 3</b>	<p>You should make a written complaint to the <b>Principal</b> who will investigate your complaint seriously and thoroughly.</p> <p>If your complaint is about the Principal, you can send your written complaint directly to the nominated director of the Board of Directors at this stage. The nominated director of the Board of Directors is Marie van Rhyn.</p>	<p>The Principal will let you know in writing that your complaint was received by the Principal's office within 5 school days. You will be given the results of the Principal's investigation in writing within 15 school days.</p> <p><b>If you are not satisfied with the way your complaint has been dealt by the Principal or with the Principal's proposed resolution, then you should take the matter to Stage 4:</b></p>
<b>STAGE 4</b>	<p>You can complain in writing to the nominated director of the Board of Directors of the school. You should make it clear in your written complaint:</p> <p>(a) the nature and the details of your complaint;  (b) who you have already spoken to; and  (c) what you would like to see happen as a result of your complaint.</p>	<p>You will be informed of the outcome of the nominated director's investigation in writing within 20 school days.</p> <p><b>If you are not satisfied with the way your complaint has been dealt by the Principal or with the Principal's proposed resolution, then you should take the matter to Stage 5:</b></p>
<b>STAGE 5</b>	<p>You can write to the Chairman of the Board of Directors of the school.  The Chairman of the Board of Directors is Rory O'Sullivan.  You should say exactly why you are dissatisfied with the nominated director's findings and ask that a complaints committee be arranged to look at your complaint.</p>	<p>The committee will meet between 15 and 20 school days after the Chairman of the Board of Directors receives your letter. You will be provided more details about the process and what will happen at the meeting of the committee.</p> <p><b>You will be told in writing about the committee's findings within 5 school days from the date of the committee's meeting.</b></p>

#### COMMITTEE'S DECISION

The complaints committee's findings are final.

Should you believe that your complaint was not handled fairly according to Alexanders Private School's own Complaints policy, then you may contact the Ministry of Education, Arts & Culture (Walvis Bay Circuit Office) and they may be able to assist you.

#### RELEVANT CONTACT DETAILS

Principal's Office  
Alexanders Private School  
21 Peter Dixon Street  
Walvis Bay

PO Box 4462 Walvis Bay  
[principal@alexanders-school.com](mailto:principal@alexanders-school.com)  
[www.alexanders-school.com](http://www.alexanders-school.com)

Nominated Director  
Marie van Rhyn  
Alexanders Private School  
21 Peter Dixon Street  
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PO Box 4462 Walvis Bay  
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Chairman of the Board  
Rory O'Sullivan  
Alexanders Private School  
21 Peter Dixon Street  
Walvis Bay

PO Box 4462 Walvis Bay  
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UPDATED: 2 JUNE 2020  
CREATED BY: LOUISE OOSTHUIZEN (PRINCIPAL)  
REVIEWED BY: BOARD OF DIRECTORS