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## Parent Complaints Procedure

### 1. Introduction

The International School of Ulm / Neu-Ulm (ISU) values the importance of addressing concerns and complaints promptly and fairly. This complaints procedure is designed to foster positive relationships between the school and parents, guardians and caregivers (hereinafter referred to as “parents”), in line with our mission to provide a caring and supportive environment.

### 2. Scope

This procedure applies to all complaints raised by parents regarding any aspect of school operations, including teaching and administration. Concerns or complaints that relate to child protection and safeguarding should immediately be reported to the school’s Designated Safeguarding Lead.

### 3. Informal Resolution

We encourage parents to raise concerns informally in the first instance, either through direct communication with the relevant teacher or staff member. This can be done in person, by phone, or via email. Many issues can be resolved quickly and effectively at this level - and almost all can be resolved thereafter with the relevant senior leader (LS/MSUS Principal, Director of Finance and Planning) if the first approach does not result in a mutually acceptable outcome.

### 4. Formal Complaint

If the issue is not resolved informally, or if the parent is dissatisfied with the response, a formal complaint can be lodged:

- **Submission:** The complaint should be submitted in writing or via email to the Director. It should clearly be labelled as a formal complaint (e.g. via the subject line).
- **Acknowledgment:** The school will acknowledge receipt of the complaint within three working days.
- **Investigation:** The Director or a designated staff member will investigate the complaint, gathering relevant information and speaking to involved parties.
- **Response:** A written response will be provided within ten working days. This will include the outcome of the investigation and any actions to be taken.

## 5. Appeal Process

If the parent remains unsatisfied with the outcome, they may request an appeal:

- **Review by the Board of Trustees:** The complaint can be escalated to the Board of Trustees, where it will be reviewed by one or more members not previously involved. This review ensures that the complaint is thoroughly examined at the highest level within the school.
- **Outcome:** The Board will issue its findings and recommendations within ten working days of the review. This decision represents the final internal resolution before any external steps are considered.

## 6. External avenues

If the parent still remains unsatisfied with the outcome, they should contact the relevant competent authority, the Neu-Ulm Schulamt.

## 6. Dealing with Vexatious Complaints

The school is committed to dealing with all complaints seriously and fairly. However, where a complainant's behaviour is deemed vexatious—such as repeatedly raising the same issue despite previous responses, using abusive or threatening language, or making unfounded accusations—the school reserves the right to:

- Limit the complainant's contact to a specific method (e.g., only in writing).
- Terminate any further correspondence on the same issue if it has already been addressed.
- Inform the ISU Board of Trustees.
- Involve appropriate authorities if necessary to ensure the safety and wellbeing of staff and other stakeholders.

The decision to categorise a complaint as vexatious will be made by the Director.

## 7. Record Keeping and Confidentiality

A record of all complaints, their resolutions, and any actions taken will be maintained and reviewed annually by the ISU Board of Trustees. These records will be stored securely and kept confidential, except where disclosure is required by law.