



COMPLAINTS POLICY

1. Purpose

Village International Academy strives to address and resolve complaints from students, parents, and staff promptly and fairly. This policy aims to provide a transparent process for lodging complaints, investigating issues, and finding appropriate resolutions to maintain a positive educational environment.

2. Definitions

- **Complaint:** Dissatisfaction with a service, action, or decision made by Village International Academy.
- **Complainant:** The individual or entity lodging the complaint.

3. Scope

This policy applies to all complaints about Village International Academy's services, facilities, staff, or any aspect.

4. Lodging a Complaint

Complaints can be lodged through the following channels:

- **Informal Complaints:** Initially, individuals are encouraged to resolve issues informally with the relevant staff member.
- **Formal Complaints:** If the issue remains unresolved, a formal written complaint can be submitted to the school principal. The complaint should include details of the grievance, supporting evidence, and desired outcomes.

Parents, students, and Village International Academy staff are encouraged to address grievances following a structured escalation process.

If an issue involves the principal or deputy principal, the following steps should be taken:

- **Initial Discussion:** Discuss grievances with either the principal if they involve the deputy principal or the deputy principal if they involve complaints against the principal.
- **Escalation Stage:** If the grievance remains unresolved after initial discussions, it should be escalated to the managing owners for further review and resolution.

This grievance resolution process ensures that concerns are addressed appropriately within the school's administration for effective handling and resolution.

5. Complaint Handling Process

- **Acknowledgement:** Upon receipt of a formal complaint, an acknowledgement will be sent to the complainant within a specified timeframe.
- **Investigation:** The complaint will be thoroughly investigated by designated staff members to gather relevant information and insights.
- **Resolution:** Village International Academy will strive to resolve complaints promptly and fairly. The resolution may involve corrective actions, policy changes, or other measures to address the issue.

6. Escalation Process

- **Appeal:** If the complainant is dissatisfied with the initial resolution, they may appeal to a higher authority within the school administration.
- **External Review:** In cases where internal processes do not lead to a satisfactory resolution, complainants may seek external mediation services or regulatory bodies for further review.

7. Confidentiality

Village International Academy is committed to maintaining confidentiality throughout the complaints handling process. Personal details and sensitive information will be handled with discretion.

8. Records and Documentation

All complaints, investigations, and resolutions will be documented and maintained for internal review and quality improvement. All records will be kept confidential.

9. Protection Against Retaliation

No individual lodging a complaint under this policy shall be subject to retaliation or adverse treatment for raising concerns.

10. Review and Continuous Improvement

This complaints policy will be periodically reviewed to ensure its effectiveness and compliance with best practices. Feedback from complainants, management, and managing owners will be used to enhance the complaints handling process.

11. Conclusion

Village International Academy is committed to addressing complaints transparently, fairly, and timeously. This policy aims to uphold our values of accountability, integrity, and continuous improvement and provide a positive experience for all stakeholders.

