

Complaint Handling Policy

H-FARM International School Rosà

In line with our values of transparency, collaboration, and mutual respect, we consider dialogue with families to be a fundamental element in the growth of our school community.

We recognize that concerns, misunderstandings, or reasons for dissatisfaction may arise. This policy aims to ensure that every report or complaint is heard and examined in a timely, fair, and confidential manner, always seeking the best solution for the well-being of the students.

1. Guiding Principles

- **Active Listening:** Every report is taken seriously and handled with the utmost respect.
- **Confidentiality:** The data and information shared will be processed in full respect of privacy and shared only with the personnel strictly necessary to resolve the case.
- **Collaborative Solution:** The primary objective is always the positive and constructive resolution of the issue, maintaining a climate of trust between the school and the family.

The school will not consider anonymous complaints (with the exception of those regarding child protection issues); therefore, these procedures do not provide for the resolution of anonymous complaints.

Responsibilities as a Complainant

In submitting a complaint, we expect the complainant to:

- Raise issues in a timely manner
- Treat our staff with respect and courtesy
- Provide accurate and concise information regarding the issues raised
- Follow these procedures in full and address the appropriate levels

2. Complaints Procedure (3 Levels)

To ensure efficient management, we invite parents to follow these progressive steps:

Level 1: Informal Resolution (The First Step)

Most issues can be resolved quickly by speaking directly with the people involved.

- **What to do:** First, contact the teacher / coordinator of the primary or lower secondary school (for academic or relational issues), the administrative manager (for administrative matters), or HR (for issues related to school employees).
- **How:** Request a meeting via the Electronic Register / institutional email.
- **Timeline:** The school undertakes to provide feedback or schedule a meeting within 3–5 working days.

Level 2: Formal Complaint to School Leadership

If Level 1 has not led to a satisfactory solution, or if the severity of the problem requires it, a formal complaint may be submitted.

- **What to do:** Send a written communication addressed to the Head of School / Principal.
- **How:** Via email, clearly describing the facts, the steps already taken, and the desired solution.
- **Timeline:** Leadership will initiate an internal investigation and respond in writing (or schedule a dedicated meeting) within 10–15 working days of receipt.

Level 3: Appeal to Governing Bodies

In the exceptional case that the response from the Head of School / Principal is not deemed satisfactory:

- The matter may be brought to the attention of the School Board (if within its remit).

3. Expected Conduct

To ensure that the process is effective, we ask all parties involved to:

- Present the issue in a calm, objective, and respectful manner (aggressive, offensive, or threatening tones, whether verbal or written, will not be tolerated).
- Provide clear details and, if possible, concrete elements to support the complaint.
- Avoid raising or discussing private issues or complaints on social media or in group chats (e.g., WhatsApp), to protect the privacy of minors and staff.

4. Monitoring and Continuous Improvement

All formal complaints will be recorded in a confidential internal log. Leadership periodically analyzes reports to identify recurring issues and improve the school's services, organization, and educational offerings.

Note for parents: This policy is a protective tool for your children. Submitting a complaint will in no way affect—either positively or negatively—the student's academic progress or treatment by staff.

5. Review and Adaptation

This policy is subject to periodic review to ensure alignment with best educational practices and student needs, ensuring an effective and engaging bilingual learning journey.

Approved on 4th September 2026