



# LICEF SCHOOL

PRE-SCHOOL / PRIMARY / SECONDARY

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## COMPLAINTS / CONCERNS PROCEDURE

LICEF School prides itself in welcoming parent participation and involvement in every child's progress. Frequent, open and constructive communication with parents has always been an important hallmark of life at LICEF, and it is fully our intention to do all we can to ensure that this continues to be the case at every level. We welcome, and indeed regularly invite, comments and suggestions from parents; and we take equally seriously any complaints or concerns that a parent may wish to raise. Despite our very best efforts, questions and concerns do arise. It is in this regard that the school management has prepared a step by step "Complaints Procedure" that can enable one to resolve issues amicably and not haphazardly. This procedure takes into account the regulatory requirements currently in force and is underpinned by a genuine desire to maintain within the school a flexible and responsive culture that recognizes the need for a fair, objective and open-minded approach to dealing with complaints and concerns.

To start with, always remember that the person related to the question / concern should be the first one to be consulted as he/she is most able to resolve it quickly and effectively. To ensure the success of our students, we recommend that the following **five** steps be followed when a question or concern arises:

- 1. A student should first go to the teacher with their questions, concerns, complaints or comments.**
- 2. If pupil is not satisfied, parents should indicate the concern in the Homework diary for teacher to take note.**
- 3. If parent is not satisfied, he/she should seek an appointment with the teacher concerned. (Appointment with the teacher is necessary through the Secretary of department. Without Appointment, parent might not be entertained).**
- 4. If the same questions or concerns continue, the parent may choose to contact the Head of section (Foundation/Primary/Secondary). This communication should be in writing. The head will then offer to set up a meeting with the concerned parties and follow up on resolutions of complaints or concerns.**
- 5. If all the above is still unsatisfactory, the School Administrator should be informed with proof of the above steps (where necessary).**

### **Step 1: (Informal Stage)**

The student goes to the teacher with questions, concerns, complaints or queries.

### **Step 2: (Informal Stage)**

The Parent indicates the concerns in the homework diary.

### **Step 3: (Informal Stage)**

The Parent goes to the teacher with questions, concerns, complaints or queries **after taking an appointment.**

### **Step 4: (Formal Stage)**

The parent may contact the Head of section (Foundation/Primary/Secondary) who can assist in resolving the issue at hand.

### **Step 5: (Formal Stage)**

*The School Administrator should be informed with relevant evidence documents so that the matter be resolved.*