



## **COMPLAINTS PROCESS FOR PARENTS**

Complaints process for parents  
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## **VISION**

To provide a legacy in education which promotes qualities of open-mindedness, tolerance and respect for others, which will provide a best practice model for the future of students from all nations in Gabon.

## **MISSION**

To become Africa's most enterprising school, focusing on sustainability and innovation to play a significant role in Gabon's and in Africa's education.

## **VALUES**

### **EXCELLENCE**

We strive for excellence in every aspect of life: in human relations, in one's abilities and expectations.

### **RESPECT**

We respect ourselves, our environment, and each other.

### **VIRTUES**

We value truth and honesty, tolerance, integrity and responsibility.

## **Vision**

Transmettre un héritage dans le domaine de l'éducation qui valorise les qualités d'ouverture d'esprit, de tolérance et du respect de l'autre, offrant ainsi un modèle de pratiques exemplaires pour l'avenir de tous les élèves vivant au Gabon, quel que soit leur pays d'origine.

## **Mission**

Devenir l'école la plus dynamique d'Afrique, mettant l'accent sur la pérennité et l'innovation, afin de jouer un rôle important dans l'éducation au Gabon et dans toute l'Afrique.

## **Valeurs**

### **EXCELLENCE**

Dans tous les aspects de la vie : dans les relations humaines, dans les aptitudes personnelles et les attentes.

### **RESPECT**

Le respect envers nous-mêmes, envers les autres et notre environnement.

### **VERTUS**

nous valorisons la vérité et l'honnêteté, la tolérance, l'intégrité et la responsabilité.

## **I. OVERVIEW**

ERV aspires to the highest standards of teaching, learning and pastoral care possible when serving our students. However, we are not complacent in this regard and recognise that sometimes parents wish to express a concern. Should a parent wish to do so they can expect the following procedure to apply.

## **II. STAGE 1 - INFORMAL RESOLUTION**

- It is hoped that most concerns or complaints will be resolved quickly and informally.
- If parents have a complaint they should normally contact [reception@ecolerubanvert.com](mailto:reception@ecolerubanvert.com) so that we can ensure the matter is managed by the most appropriate person in school. In many instances this might be directed to the class teacher/form tutor in the first instance. In many cases the matter will be resolved at this level to the parents' satisfaction. The appropriate teacher will be expected to consult appropriately and keep written records of the action taken.
- Complaints made at other levels, for example, to the Head of Faculty, Deputy Head, or Head of School will follow the appropriate pathways of consultation and will hopefully be resolved quickly and to the parents' satisfaction. A written record of all complaints and the date on which they were received will be kept.
- All complaints will be treated in a confidential manner. Knowledge of the complaint will be limited to those directly involved.
- Should the matter not be resolved in this informal way then parents are advised to proceed with the complaint in accordance with stage 2 of this procedure.

## **III. STAGE 2 - FORMAL RESOLUTION**

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of School.

- The Head of School will normally respond to the parent concerned within five working days indicating how the School proposes to proceed.
- It may be necessary for the Head of School to carry out further investigations. Written records will be kept of all meetings and interviews held in relation to the complaint.

Once the Head of School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision, and the reasoning behind it, in writing.

It is hoped that parents will feel satisfied with the outcome, or that, at least, all of the concerns raised by the parents have been fully and fairly considered. If, in extreme circumstances, parents are not satisfied they may if they wish to proceed with an appeal to the Board Representative responsible for the Complaints Procedure.

#### **IV. STAGE 3 – APPEAL TO THE BOARD**

Parents should write to the Board Representative responsible for the Complaints Procedure directly if they wish to pursue the matter further. Where it is thought appropriate, an informal meeting may then be arranged to discuss the way forward.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of the school's inspection or where any other legal obligation prevails.

The Board Representative responsible for the Complaints Procedure will normally respond to the parent concerned within five working days indicating how the complaint is to be resolved. Though, it may be necessary for the Board Representative responsible for the Complaints Procedure to carry out further investigations that will include consulting with other Board Members. Written records will be kept of all meetings and interviews held in relation to the complaint.

Once the Board Representative responsible for the Complaints Procedure is satisfied that, so far as is practicable, all of the relevant facts have been established and members of the Board are in agreement, a decision will be made. The parents and the Head of School will be informed of this decision, and the reasoning behind it, in writing. The decision will be written by the Board Representative responsible for the Complaints Procedure and will be binding on all parties.

## **V. EXPULSIONS, EXTENDED SUSPENSIONS, REMOVAL OF SCHOLARSHIPS BY THE HEAD OF SCHOOL**

This appeal procedure is also intended for those parents whose child has been expelled from ERV or has been suspended for more than 14 days (or has been removed from any scholarship) and who may wish to appeal against such a decision.

This appeal procedure will take the place of Stage [3] of the complaints procedure in such cases and for the avoidance of doubt there can be no complaint under the complaints procedure against the conduct of or a decision of this appeal procedure.