



The complaints procedure at SIEC



The complaints procedure for parents or legal guardians and students in the Middle Years Programme (MYP) at SIEC typically involves several steps:

1. **Informal discussion:** The first step is for the parent, legal guardian, or student to discuss their concerns with the teacher or staff member involved. This may be done in person, over the phone, or school application.
2. **Formal complaint:** If the issue is not resolved through informal discussion, the parent, legal guardian, or student may submit a formal complaint to the school administration. This complaint should be in writing and include details of the issue, any previous attempts to resolve it, and the desired outcome.
3. **Review process:** The school administration will review the complaint and may conduct an investigation to gather more information. They may also meet with the parent, legal guardian, or student to discuss the issue further.
4. **Resolution:** Once the review process is complete, the school administration will work to resolve the complaint. This may involve taking corrective action, providing an explanation or apology, or offering a compromise.
5. **Appeal process:** If the parent, legal guardian, or student is not satisfied with the resolution, they may have the option to appeal the decision to a higher authority within the school or school district.

It's important for parents, legal guardians, and students to familiarize themselves with the specific complaints' procedure outlined by their school or educational institution, as the process may vary slightly from one place to another. Additionally, it's important for everyone involved to approach the complaints process with a constructive and solution-focused mindset, with the ultimate goal of improving the educational experience for the student.

Soodeh International Educational Complex