CONCORDIA
BILINGUAL SCHOOL PARIS

COMPLAINTS POLICY

2025-2026

1. PRINCIPLES

At Concordia, we believe in open and respectful communication with families. Most concerns can be resolved quickly and informally through discussion with a teacher or member of staff. However, we recognise that at times a more formal process may be needed.
This policy sets out a **clear, simple and fair process** for handling complaints. All complaints are taken seriously, dealt with promptly, and handled with respect and confidentiality.

2. PROCESS

Stage 1 – Informal Resolution

- Parents should first raise their concern with their child's **teacher**.
- If the issue cannot be resolved, it may be passed to the **Head of School**.
- Most matters are resolved quickly at this stage. A response will normally be given within **10 working days**.

Stage 2 – Formal Resolution

- If the matter is not resolved informally, parents should put their complaint in writing to the **Head of School**.
- The Head of School will review the complaint, may meet with parents, and will normally provide a written response within **10 working days**.
- A record of the complaint and outcome will be kept in the school's **Complaints Register**.

Stage 3 – Panel Hearing

- If parents remain dissatisfied, they may request a **Complaints Panel**.
- The panel will consist of at least three people, including one **independent member** not involved in the running of the school.
- The panel will consider all evidence, hear from both sides, and issue a decision with recommendations normally within **14 working days**.
- The decision of the panel is final.

3. COMPLAINTS ABOUT THE HEAD OF SCHOOL

If the complaint concerns the **Head of School**, parents should write directly to the **President**. The same three-stage process will apply.

4. CONFIDENTIALITY AND RECORDS

- All complaints are recorded, along with outcomes and actions taken.
- Records are kept confidential, except where requested by official bodies (e.g. governmental authorities).
- The school provides a summary of the number of formal complaints each year on request.

5. Timeliness

Complaints should be raised while the child is **still enrolled** at Concordia, so that concerns can be addressed constructively and in the best interest of the child.