



## **Lüderitz Blue School Complaints Policy**

### **1. SCHOOL STATEMENT**

Lüderitz Blue School takes concerns and complaints seriously. We endeavour to handle these reasonably, quickly, thoroughly, and with the best interests of the children in mind. Concerns and complaints must be brought to the school itself and will be dealt with according to the procedure/s outlined in this policy.

### **2. SCOPE OF THIS POLICY**

- i) This policy applies to all parents/guardians or students at Lüderitz Blue School, as well as those students on the extra-curricular programme.
- ii) This policy also applies to all teaching staff, support staff, volunteers, directors and members of the School Board.
- iii) The procedure outlined in this policy covers general concerns or complaints. This covers:
  - Wellbeing issues (physical or emotional)
  - Security or safety issues
  - Cases when the Lüderitz Blue School Mission, Goals or Values appear to have been disregarded or compromised
- ii) This policy should be followed alongside all school policies and procedures, including but not limited to:
  - Lüderitz Blue School Safeguarding Policy
  - Lüderitz Blue School Grievance Policy
  - Lüderitz Blue School Behaviour Policy
  - Lüderitz Blue School/Kelp Blue\* Staff Code of Conduct

\* Depending on contract/employment conditions of staff member

- iii) The school will follow separate procedures for issues relating to:
  - Staff Disciplinary Action
  - Child Protection or Safeguarding concerns or issues
  - Criminal procedures or investigations
- iv) As such, if a concern or complaint is made to the school which should be dealt with in accordance with a separate policy (such as those stated in 2ii. or 2iii) this will be communicated with the person making the complaint.

### **3. PROCEDURE FOR CONCERNS**

- i) The school differentiates between concerns and complaints.
- ii) Concerns are dealt with in the same manner as a Stage 1 Complaint (Please see 4. PROCEDURE FOR COMPLAINTS i) STAGE 1.
- iii) It is the school's aim that the majority of concerns can be dealt with quickly and resolved through productive conversation and appropriate action.
- iv) If concerns are not dealt with, or if they are not resolved from the steps above, they may become a Stage 2 complaint. Please see 4. PROCEDURE FOR COMPLAINTS.

### **4. PROCEDURE FOR COMPLAINTS**

The Lüderitz Blue School Complaints Procedure follows 4 stages. These are:

i) STAGE 1 COMPLAINT / CONCERN

- In the first instance, complaints or concerns should be communicated through an informal discussion with the staff member most closely involved with the student. This is usually the class teacher, or for extra-curricular students, the extra-curricular coordinator or club leader.
- The staff member will try to rectify the concern directly, immediately and informally.
- Follow up meetings may be arranged.
- If the concern or complaint is not resolved, it may be escalated to a STAGE 2 complaint.
- If the concern or complaint is about the staff member most closely involved with the student, then the matter will be escalated to a STAGE 2 complaint.

ii) STAGE 2 COMPLAINT

- Complaints should be recorded in writing to the Head/s of School.
- Complaints may be hand-delivered to the School Office, or sent by email.
- The Head/s of School will let the person filing the complaint know that their complaint has been received within 5 school days.
- The Head/s of School will consider the complaint seriously, sensitively and carefully.
- They will respond to the complaint within 10 school days of the complaint being received.
- Meetings, including follow-up meetings may be arranged if necessary.
- If the person making the complaint is not satisfied with the handling of the complaint or the resolution or decision, the complaint may be escalated to a STAGE 3 complaint.
- If the concern or complaint is about the Head/s of School, then the matter will be escalated to a STAGE 3 complaint.

iii) STAGE 3 COMPLAINT

- At this point, complaints should be recorded in writing to the Chair of the School Board.
- Complaints must include details of the following:
  - the nature and details of the complaint
  - who you have already communicated with
  - action steps that have been taken
  - the desired outcome
- Complaints may be hand-delivered to the School Office, or sent by email.
- The Chair of the School Board will let the person filing the complaint know that their complaint has been received within 5 school days.
- The Chair of the School Board will consider the complaint seriously, sensitively and carefully.
- The Chair of the School Board will respond to the complaint within 10 school days of the complaint being received.
- Meetings, including follow-up meetings may be arranged if necessary.
- If the person making the complaint is not satisfied with the handling of the complaint or the resolution or decision, the complaint may be escalated to a STAGE 4 complaint.
- If the concern or complaint is about the Chair of the School Board, then the matter will be escalated to a STAGE 4 complaint.

#### iv) STAGE 4 COMPLAINT

- Stage 4 complaints are reserved for the most serious of complaints, when there is a complaint about the Chair of the School Board, or about a member of staff which the School Management need assistance with.
- Complaints should be recorded in writing and sent via email or hand delivery to the Disciplinary Committee, which can be any two members of the Lüderitz Blue School Board (excluding the Head/s of School or Chair of the School Board).
- Complaints must include details of the following:
  - the nature and details of the complaint
  - who you have already communicated with
  - action steps that have been taken
  - outcomes provided and reasons for dissatisfaction
- The two board members dealing with the case will meet within 20 days after the complaint has been received.
- More details regarding the meeting will be provided on a case-by-case basis.
- The person making the complaint will be informed of the Disciplinary Committee's findings within 5 working days following the meeting.

- v) The decision of the Disciplinary Committee is final. If the person making the complaint feels the complaint has not been handled correctly in accordance with this policy, then it is suggested they contact the Ministry of Education, Arts and Culture (Namib Circuit) for further assistance or guidance.

## **5. CONTACT DETAILS**

- i) School Office: [info@luderitzblueschool.com](mailto:info@luderitzblueschool.com)
- ii) Staff contact details provided at the School Office.
- iii) Details of the Head/s of School can be found on the school website.
- iv) Details of the Chair of the School Board can be found on the school website.
- v) Lüderitz Blue School Board Members can be found on the school website.

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