

# Myanmar International School of Yangon (Mandalay Campus)

## Complaints Procedures

**Approved by:** Nu Nu Aye (BOD)

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**Next review due by:** October 2026

## **MISY Complaints Procedure**

General principles: The school works hard to provide a good service to, and have a good relationship with students, staff, parents and members of the local community. At the same time it is recognised that on occasions an individual or group may have a complaint against a member of staff or the school itself.

When a complaint occurs the following principles will apply:

- Every complaint is taken seriously
- Resolution of problems will be by informal means wherever possible
- Each complaint will be handled by the most appropriate member of staff
- Procedures will be impartial and non-adversarial
- Complaints will be dealt with as swiftly as possible
- Confidentiality will be respected at all times

### **STAGE 1 – Informal procedures**

Every effort is made to resolve a concern or complaint at this stage. A phone call or a meeting with a member of staff should be sufficient to resolve most concerns. On occasion a senior member of staff might become involved to help resolve an issue. The complainant may wish to meet with the head of school to discuss their concerns.

The member of staff dealing with the complaint will make clear the response to the concerns raised and may agree to certain actions to help resolve the complaint. Where an approach is made directly to a member of the board of directors, the board member will refer the complainant to the head of school.

### **STAGE 2 – Formal complaint**

Where the complainant is not satisfied with the response at stage 1, they can choose to take the matter to the formal complaints stage. They should put their complaint in writing, addressed to the head of school. The person responsible for assessing the complaint and deciding the outcome is the head of school. Where the complaint is about the head of school, a representative of the board of directors will act in this capacity.

The formal complaint will be investigated and the decision conveyed in writing within 14 working days of receiving the formal complaint. The head of school/ board member can decide to:

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that issues of a similar nature do not recur. The number and nature of formal complaints will

be reported at the regular board of directors meeting via the head of school. No details of individuals will be contained in this report.

### **STAGE 3/FINAL STAGE – Board of directors' complaints panel**

If the complainant is not satisfied with the outcome of stage 2, they can choose to take the matter to the next stage. They should request this in writing to the board of directors, who will convene a meeting of the complaints panel within 14 working days of receiving this letter.

The complaints panel will contain three members. It will not contain members who have had previous involvement with this complaint. It will contain one member who is independent of the management and running of the school. The complainant will be invited to attend the meeting/panel hearing and may be accompanied if they wish. The complainant will be given reasonable notice of the date of the panel hearing and clear information on the process to enable them to attend will be given. It is vital that during the meeting all parties act in a reasonable way. Any behaviour which is aggressive or threatening will not be tolerated. If a complainant behaves unacceptably they may be asked to leave the meeting. The complaints panel can decide to:

- Dismiss the complaint in whole or part
- Uphold the complaint in whole or part
- Decide on the appropriate action to be taken to resolve the complaint
- Recommend changes to the school's systems or procedures to ensure that issues of a similar nature do not recur.

Once the complaints panel has reached a decision the board of directors will inform all parties of the decision within five working days. At this point it should be made clear that the complaints procedure has been exhausted.