

# **Deseta gimnazija „Mihajlo Pupin“**

## **Parent or Legal Guardian and Student Complaints Procedures**

### 1. Introduction:

Deseta gimnazija „Mihajlo Pupin“ values feedback from its community. This document outlines the procedures for parents, legal guardians, and students to raise concerns or complaints,

ensuring they are handled respectfully, confidentially, and promptly.

### 2. Objectives:

- To provide clarity about the process of raising and resolving complaints.
- To ensure complaints are addressed in an orderly, fair, and expeditious manner.
- To maintain trust and transparency between the school, parents, legal guardians, and students.

### 3. Procedures:

#### Step 1: Informal Discussion

Before initiating a formal complaint, parents, legal guardians, or students are encouraged to address concerns directly with the relevant teacher or staff member. Many issues can be resolved

amicably and promptly through open communication.

#### Step 2: Written Complaint

If the issue remains unresolved after informal discussions:

1. Submit a written complaint to the School Principal or relevant Department Head. The complaint should detail the nature of the concern, the persons involved, the desired outcome, and any previous attempts to resolve the issue.

2. The school will acknowledge receipt of the complaint within three working days.

#### Step 3: Investigation

The designated authority will conduct a thorough and impartial investigation.

All parties involved will be allowed to present their side.

The investigation will be completed within 15 working days, and the complainant will be informed of the findings and decisions.

#### Step 4: Appeal

If unsatisfied with the resolution, the complainant can appeal to the School Pedagogical Board within five working days of receiving the decision.

The School Pedagogical Board will review the matter and provide a final decision within 15 working days.

General Principles:

**Confidentiality:** All complaints will be handled with discretion. Only those directly involved in

the complaint or its resolution will have access to the details.

**No Retaliation:** The school ensures that there will be no adverse consequences for anyone utilizing this complaints procedure.

**Record Keeping:** All written complaints, responses, and outcomes will be recorded and stored confidentially for three years.

**Representation:** Complainants may be accompanied by a person of their choosing (e.g., another

parent or legal advisor) during formal meetings related to the complaint.

5. Communication:

Feedback about the process and the resolution of complaints will be actively sought from those

involved in improving the school's procedures and systems.

6. Annual Review:

This policy will be reviewed annually by the school administration in collaboration with the School Board and parent representatives to ensure its effectiveness.

7. Contact:

For any clarifications regarding this procedure, please contact:

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