



**THE CODRINGTON SCHOOL**  
THE INTERNATIONAL SCHOOL OF BARBADOS

# Complaints Procedures

## Parent or Legal Guardian and Student Complaints Procedures

At The Codrington School, we value open communication and strive to address any concerns or complaints from parents, legal guardians, and students promptly and effectively. The following procedures outline the steps to be taken in the event of a complaint regarding the Middle Years Programme (MYP) or Diploma Programme (DP) at our school.

### Step 1: Informal Resolution

1. **Discussion:** We encourage parents, legal guardians, or students to first discuss any concerns directly with the appropriate teacher or staff member involved. This informal approach often resolves issues swiftly and amicably.
2. **Teacher or Advisor Meeting:** If the concern remains unresolved, a meeting can be scheduled with the teacher or Head of Secondary to further discuss the matter and explore potential solutions.

### Step 2: Formal Resolution

1. **Submission of Complaint:** If the issue persists after Step 1, parents, legal guardians, or students may submit a formal written complaint to the Head of Secondary. The complaint should include a clear description of the concern, relevant details, and desired outcomes.
2. **Investigation:** Upon receipt of the formal complaint, the Head will initiate an investigation into the matter. This may involve gathering additional information, meeting with relevant parties, and assessing the situation thoroughly.
3. **Response:** Following the investigation, the HOSS will provide a written response to the complainant within a reasonable timeframe. The response will outline any findings, proposed solutions, and any further steps to be taken.

### Step 3: Appeal Process

1. **Appeal to School Leadership:** If the complainant is not satisfied with the response received in Step 2, they may appeal to the school's leadership, such as the Principal or designated administrator. The appeal should be made in writing and include the reasons for disagreement with the previous decision.

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2. **Review and Resolution:** The school's leadership will review the appeal, consider all relevant information, and endeavor to reach a fair and equitable resolution. A written response outlining the outcome of the appeal will be provided to the complainant.

### **Confidentiality and Respect**

Throughout the complaints procedures, The Codrington School is committed to maintaining confidentiality and treating all parties involved with respect and sensitivity. We believe that open communication and constructive feedback are essential for continuous improvement and fostering a positive school environment.

For any questions or assistance regarding the complaints procedures outlined above, please contact: [Nicola.leadham@codrington.edu.bb](mailto:Nicola.leadham@codrington.edu.bb).

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The Codrington School, The International School of Barbados