



**Kingdom of Cambodia
Nation Religion King**

Singapore Amicus International School
Quality, Discipline and Dignity
“The Future of Education”

School Complaint Policy

1. Purpose

The purpose of this policy is to establish a clear and fair process for students, parents, staff, and other stakeholders to raise complaints or concerns related to the school’s operations, policies, or individuals within the school community. The policy ensures that complaints are handled promptly, thoroughly, and fairly.

2. Scope

This policy applies to all complaints regarding:

- Academic concerns
- Student behavior and discipline
- Bullying or harassment
- School facilities and safety
- School policies and procedures
- Staff or teacher conduct
- Other school-related matters

This policy does not cover complaints related to issues outside the school’s control or jurisdiction, such as external personal matters or legal issues unrelated to the school’s operations.

3. Guiding Principles

- **Fairness:** All complaints will be handled in a fair, unbiased manner.
- **Confidentiality:** Complaints will be managed confidentially, protecting the privacy of all involved parties.
- **Accessibility:** The complaints process will be easy to access for all members of the school community.
- **Responsiveness:** Complaints will be addressed promptly and within the specified time frames.
- **Non-Retaliation:** Individuals who raise complaints in good faith will not face retaliation or negative consequences.

4. Informal Resolution

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- **Initial Step:** It is encouraged that complainants first attempt to resolve minor issues informally by discussing the matter directly with the relevant party, such as a teacher, staff member, or administrator.
- **Facilitation by a Mediator:** If informal discussions do not lead to resolution, the complainant may request mediation, facilitated by a neutral third party, such as a school counselor or administrator.

5. Formal Complaint Process

If the issue cannot be resolved informally, the complainant may initiate a formal complaint process.

Step 1: Filing the Complaint

- **Written Submission:** The complainant must submit a written complaint. The complaint should include:
 - The nature of the complaint
 - Relevant details such as dates, individuals involved, and any previous attempts at resolution
 - The desired outcome or resolution
- **Submission Process:** Complaints can be submitted through the school’s designated channels, such as a complaint form, email, or a submission to the administration office.

Step 2: Acknowledgement of Complaint

- **Acknowledgement Receipt:** The school will acknowledge receipt of the complaint within 3-5 working days and provide an outline of the next steps, including the timeline for investigation and resolution.

Step 3: Investigation

- **Investigator Assignment:** A school administrator or designated investigator will handle the complaint. The investigation may involve:
 - Interviews with the complainant, respondent, and any witnesses
 - A review of relevant documents, records, or evidence
- **Investigation Timeline:** The investigation will typically be completed within 10-15 working days, unless additional time is required due to the complexity of the complaint.

Step 4: Resolution

- **Written Response:** Upon conclusion of the investigation, the complainant will receive a written response outlining the findings and any actions to be taken. This may include corrective measures, policy changes, or disciplinary actions.
- **Corrective Actions:** Depending on the outcome, actions may range from policy updates to disciplinary measures against individuals found to be in breach of the school’s policies.

Step 5: Appeal Process

- **Right to Appeal:** If the complainant is dissatisfied with the outcome, they may file an appeal. The appeal must be submitted in writing within 10 working days of receiving the decision.
- **Appeal Review:** The appeal will be reviewed by a higher authority within the school, such as the principal, board of governors, or a designated appeals committee.

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- **Final Decision:** The school will communicate the final decision on the appeal within 15 working days. This decision will be final and binding.

6. Anonymous Complaints

- **Policy on Anonymity:** The school will accept anonymous complaints; however, the ability to investigate and resolve such complaints may be limited. Every effort will be made to address legitimate concerns raised anonymously.

7. Record Keeping

- **Documentation:** All complaints, investigations, outcomes, and follow-up actions will be documented and securely stored. These records will be used to ensure accountability and help the school improve its policies and practices.
- **Review of Complaints:** The administration will periodically review complaint records to identify trends and implement improvements where necessary.

8. Special Cases

- **Serious Allegations:** Complaints involving serious matters such as bullying, harassment, discrimination, or safety concerns will be escalated to the appropriate authorities, and may involve mandatory reporting to external agencies, as required by law.
- **Legal and Policy Compliance:** All investigations and actions taken will comply with relevant laws and school policies.

9. Complaints from Students

- **Student Support:** Students who wish to make a complaint may do so through a designated staff member (e.g., a teacher, counselor, or administrator). The process for student complaints will be handled with additional sensitivity and support to ensure the student feels safe and heard.

10. Non-Retaliation

- **Protection from Retaliation:** Individuals who file complaints in good faith will be protected from retaliation. Any retaliation or discrimination against a complainant will result in disciplinary action.

11. Communication of Policy

- **Availability:** This Complaint Policy will be made accessible to all members of the school community through the school’s website, student and staff handbooks, and during orientation programs.

12. Monitoring and Review

- **Annual Review:** The school’s leadership team will conduct an annual review of the Complaint Policy and procedures to ensure they remain effective and responsive to the needs of the school community.

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Conclusion

The School Complaint Policy provides a structured, fair, and accessible process for addressing concerns within the school community. It fosters an environment of open communication and accountability, ensuring that all members of the community have their voices heard and their concerns addressed.

Preah Sihanouk, 05 September 2024

Hoeung Bunly
CEO

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