



## **Complaints Policy**

All feedback is most welcome and appreciated at Townshend. Our community is small and closely knit, so we try to handle every interaction in a personable and caring manner.

This policy relates to any member of the community who wishes to make a suggestion, air a concern or lodge a complaint. Community members include parents, boarding students, day students, suppliers of goods and services, staff members, neighbours and the wider public.

As a first step any comments, concerns or complaints can be made by contacting directly one of the members of staff – usually office personnel, a teacher or dormitory parent. Because we are a small school, the Director, Residential Director or any members of the school administration are also open and welcoming of direct approach.

An email or phone-call response is required within 24 hours of receiving the initial communication.

It is usual that a meeting in private, in-person, or remotely, would be arranged so that comments can be discussed fully and at a convenient time.

Those available to meet at short notice would be office personnel or teachers.

After the initial meeting, the comments or concerns will be logged via email to the direct line manager of the staff member, and, following consultation, any feedback reported directly back regarding intended actions arising from the meeting. This feedback would be in writing, usually by email.

Meetings are required to be arranged, and subsequent email feedback given within one week of receiving the initial communication.

On occasions when parents wish to raise an issue regarding a member of staff, they are encouraged to directly contact the immediate line manager of the staff member – i.e. the Director, Residential Director or another administrator.

If an issue needs to be raised about anyone in management, a meeting with the Director should be sought. The meeting, in-person or remote, must be offered within 24 hours of receiving the communication.

At any stage, after meetings, discussion and written feedback, if there is still the feeling that the matter has not been satisfactorily addressed, communication should be addressed to the Director.

The director would make a provision for a hearing before a panel appointed on behalf of the Board and consisting of at least three people who were not directly involved in the matter of complaint, ensuring that:

- one panel member is independent of the management and running of the school;
- a parent is able to attend and be accompanied at a panel hearing if they wish;
- the panel makes findings and recommendations which are provided to the complainant and, where relevant, the person complained about, and available for inspection on the school premises by the Board and the Director.

Above and beyond this provision, communication may be addressed to:- 'The Secretary, Townshend School Board' via the Finance office. At this point, following feedback from the Board, the concern or complaint is considered as exhausted and the case closed.

Any staff member, management or otherwise can be contacted by:

Email: [contact@townshend.cz](mailto:contact@townshend.cz)

Telephone: +420 387688111

Mail:

Townshend International School  
1070 Hradčany  
Hluboká nad Vltavou 37341  
Czech Republic

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| This policy is a living document. It is reviewed continuously to keep it up-to-date with statutory and non-statutory guidance and legislation revisions/releases. This policy document is subject to at least one plenary review every three years. |                    |
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| Last Plenary Review Date  | Responsible Person |
| 10_2023   | V. Williams        |