

Silver Fern International School

Parent Complaint Procedure

As an IB World School offering the Primary Years Programme (PYP), Silver Fern International School is committed to fostering a culture of respect, transparency, and continuous improvement. This complaint procedure aligns with the IB's standards and practices, particularly those that promote a positive school culture, clear communication, and active engagement of all stakeholders.

Purpose

To ensure that all concerns raised by parents/guardians are addressed fairly, respectfully, and in a timely manner, and to promote mutual understanding and resolution in alignment with IB expectations for ongoing reflection, inquiry, and accountability.

IB-Aligned Principles

- **Respect for All Voices:** Upholds IB's mission to value each stakeholder's perspective.
 - **Open and Ongoing Dialogue:** Encourages resolution at the lowest possible level first.
 - **Transparency and Documentation:** Ensures consistent and traceable processes for IB review and self-study.
 - **Supportive School Culture:** Strengthens parent-school partnerships through reflective practice.
 - **Compliance with Thai Law and IB Standards**
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Complaint Resolution Process

Step 1: Informal Dialogue (Teacher Level)

- **Contact:** Homeroom or Subject Teacher
- **Action:** Parents are encouraged to raise concerns directly with the educator involved.
- **Timeline:** Within 5 working days of the issue
- **IB Connection:** Supports Standards C1 and E2 (Promoting a positive culture through relationships and communication)
- **Documentation:** Teacher may record outcomes for internal use

Step 2: Programme Level Resolution (PYP Coordinator)

- **Contact:** PYP Coordinator

- **Action:** If unresolved, parents may submit a **Parent Complaint Form** (available online or from the front office).
- **Response Time:** Initial reply within 5 working days; resolution targeted within 7 working days
- **IB Connection:** Standard D1 and E1 (Programme leadership responds and reflects)
- **Documentation:** Written response and file retained for internal review and IB self-study

Step 3: Senior Leadership Review (Head of School)

- **Contact:** Head of School
- **Action:** Written complaints that remain unresolved can be escalated to the Head of School for final school-level resolution.
- **Response Time:** Within 7 working days
- **IB Connection:** Standard A4 (The school has structures for decision-making and conflict resolution)
- **Documentation:** All decisions documented and added to school-level complaint records for accountability

Step 4: Governing Body Appeal (if applicable)

- **Contact:** Chair of the School Board
- **Action:** For unresolved or serious matters, a written appeal may be submitted to the School Board.
- **Timeline:** Acknowledgment within 5 working days; response within 15 working days
- **IB Connection:** Standard A3 and E3 (Involving governance and supporting transparency)
- **Outcome:** Board decision is final; documentation stored for IB evaluation

Special Categories

- **Child Protection & Safeguarding:** All complaints relating to student welfare will be redirected immediately to the school's Thai Principal.
 - **IB Programme-Related Issues:** If the concern is specifically related to PYP delivery, curriculum, or IB practices, the PYP Coordinator may initiate a review using the school's reflection tools to inform IB self-study reports.
 - **Anonymous Complaints:** These will be handled with discretion, considering the credibility and seriousness of the concern.
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Communication Tools

- **Parent Complaint Form:** Available at reception and school website
- **Contact Channels:**

- PYP Coordinator: alex.v@silverfer.ac.th
 - Head of School: riza.a@silverfer.ac.th
 - Thai Principal: thaiprincipal@silverfern.ac.th
 - School Office: +66 099 467 1222
 - **Office Hours:** 7:30 am – 5:00 pm
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Continuous Improvement

- Complaints are tracked and reviewed periodically as part of the school's internal review process and IB Programme Evaluation preparations.
 - Trends and patterns (not individual cases) may inform updates to teaching practices, community engagement strategies, or the school's Self-Study Report.
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Parent Partnership

Silver Fern International School believes in nurturing lifelong learners through mutual respect and constructive collaboration. We appreciate the commitment of parents in helping us build an inclusive, inquiry-driven, and globally minded learning community.

