

## Teacher Complaint & Communication Policy and Procedure 2025 – 2026

**Review Date:** July 2025

### 1. Purpose

Silver Fern International School is committed to maintaining a positive, transparent, and supportive work environment. This policy provides all teachers and staff with a clear process to voice concerns, seek clarification, or raise complaints in a safe and respectful manner.

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### 2. Guiding Principles

- **Confidentiality:** All concerns will be handled discreetly and respectfully.
  - **Fairness:** Issues are reviewed objectively without bias.
  - **Professionalism:** Communication remains respectful at all times.
  - **Timely Action:** Complaints will be acknowledged and addressed promptly.
  - **Well-being:** The school prioritizes a healthy and supportive work culture.
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### 3. Procedure for Raising Concerns or Complaints

#### Step 1: Direct Communication (Recommended First Step)

Teachers are encouraged to communicate concerns directly with the person involved (teacher, staff member, coordinator) through a respectful conversation, where appropriate.

- This promotes immediate resolution and strengthens collegiality.
  - If uncomfortable or inappropriate, proceed to Step 2.
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#### Step 2: Speak to the PYP Coordinator / MY Coordinator

If the issue cannot be resolved directly or requires leadership support:

- Teachers may approach the **PYP Coordinator, MY Coordinator**
- The coordinator will:
  - Listen carefully
  - Document the concern

- Provide guidance or mediation
  - Work toward a solution
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### **Step 3: Escalation to the Head of School**

If the concern remains unresolved or involves serious professional, interpersonal, or operational issues:

- Teachers may submit the concern directly to the **Head of School (HoS)**
- Concerns may be shared:
  - In person
  - By email
  - Using a **Teacher Concern/Complaint Form**

The HoS will investigate, discuss with relevant parties, and propose a resolution.

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### **Step 4: Documentation and Follow-Up**

- A written record of the concern and actions taken will be kept confidentially.
  - Follow-up meetings may be held to ensure the issue has been fully addressed.
  - Staff well-being and open communication will remain central throughout the process.
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## **4. Types of Concerns Teachers May Raise**

Teachers may raise issues such as:

- Workload or scheduling
- Classroom support or resources
- Interpersonal concerns or communication issues
- Safety, child protection, or student behavior concerns
- Policy clarity or procedural gaps
- Professional conduct concerns
- Operational issues affecting performance

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## 5. Protection Against Retaliation

The school assures that **no staff member will face retaliation** or negative consequences for raising genuine concerns respectfully.

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## 6. Emergency or Sensitive Concerns

Serious issues involving:

- Child protection
- Safety risks
- Harassment
- Ethical violations

must be reported **directly and immediately** to the Head of School.

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## 7. Review of Policy

This policy is reviewed annually by the school leadership team to maintain alignment with IB philosophy, school values, and MOE compliance.

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