

Parent/Legal Guardian and Student Complaints Policy

Our Mission

*We nurture students to take on challenges,
care for and collaborate with others*

Our Vision

*We strive to create a community which
promotes lifelong learning and
knowledgeable international minded people.
Our children will grow into adults who are
kindhearted and takes on challenges.*

Rationale

During the students' time at Angel Kindergarten, there may be times when questions or concerns regarding the kindergarten, students, and parents or guardians arise. In such an event, Angel Kindergarten will respond to the matter as quickly as possible through procedures written in this policy.

Response policy

In such an event where a concern has been raised, all information regarding the matter will be shared and **responded to by the kindergarten as a whole** as quickly as possible.

Response procedure

Firstly, the person who receives the concern (for example, the homeroom teacher or a different staff member), will take notes. Secondly, this will be consulted with other staff members (often a senior staff member), and information will also be shared to the principal and the vice-principal. We will not respond individually in difficult cases, but will consult and share with a senior staff member who then oversee the concern.

Requests from parents or guardians

In the case of requests towards other parents, guardians, or the kindergarten information will be shared to senior staff members, the principal, and the vice-principal. The request will be taken into consideration and fulfilled to the most possible extent. However, there may be requests that we cannot fulfill. In such cases, we will let the community know.

Being thorough with reporting, contacting and consulting

Reporting, contacting, and consulting is a valuable tool we use. We not only use it between staff members in the kindergarten, but also between parents or guardians and teachers. However small it may be, we use this tool to communicate daily and ahead of time to avoid problems. In cases where we cannot meet face-to-face, we will contact through telephone, the daybook, or SeeSaw.

Examples

Reporting:

- Noteworthy occurrences or changes to children.
- Changes in pick-up times of the children.

Contacting:

- Confirming times we can contact parents or guardians.
- Immediate contact from the kindergarten regarding a child.

Consulting:

- Consulting regarding the children's state at home or at the kindergarten.
- Consulting regarding the circumstances of parents or guardians in relation to students or the kindergarten.

Confirmation procedure

1. Listen to all parties involved
2. Sort out the information
3. Confirm the facts
4. Identify the concern, understand the extent of the circumstances, and devise a solution
5. Respond as quickly as possible, and when applicable, report the results

Behaviour coaching

We make sure that we are conscious and coach each other about the following matters to prevent problems or concerns.

- How we speak
- How we approach students
- How we greet students
- How we resolve issues between students
- How we respond to injuries
- How we communicate with parents or guardians

There may be cases when it is difficult to prevent actions made by students, but we do our utmost to prevent issues from arising. Should a student become injured, we will respond in an appropriate way and contact parents or guardians, even if the injury is small. We are working diligently to make the kindergarten a safe place for students.

Teaching staff attitude and morals

We are conscious about greeting each other with a smile. We are conscious about appearance and attire. We also are purposeful about internet literacy and how we store and use photos and videos. In an event where a concern is raised, we will make improvements and share with the community.

Building good relationships through daily communication

If it is difficult to communicate with parents or guardians during drop off or pick up times, we use the daybook or SeeSaw instead.

We want to build good relationships by taking all concerns, opinions and requests into consideration and implementing them to the widest possible extent.

Response to mass media

Recently, some kindergartens have been covered in mass media. If such an event arises, we will take the following measures.

- Only speak of the confirmed facts
- Protect human rights and privacy
- The principal will be the sole spokesperson in order to prevent the situation from worsening by different subjective opinions and misunderstandings.

Examples of responses

1. Request of coverage ➡ Contact the board of the kindergarten
2. Confirmation of rules regarding coverage
 - a. Content and time
 - b. Place of coverage
 - c. Coverage of students and/or parents or guardians

1. The principal approves coverage ➡ Contact the board of the kindergarten
2. Share information with staff, students, and parents or guardians
3. Await press at designated area
4. Press conference
5. Trade business cards (Confirmation of name, affiliation, and telephone number)
6. Explanation from the principal, answering questions, confirmation of time and day when it will be shown
7. Depending on the content, contact the board of the kindergarten to sort out information
8. Report to staff members
9. Share information to the PTA and the surrounding community. Hold a parents' conference to explain points 1-8.

It is necessary to sort out and share what we know, what we don't know, and what we are planning to do by using the facts that we have at hand.

Should there be media coverage, the following points will be followed to:

- Avoid confusing the students
- Protect the order of the kindergarten
- Protect the privacy of individuals
- Avoid distrust by parents

The kindergarten may have to limit time and place to where the coverage can be held to avoid impeding on educational activities or teachers helping students, and to continue the development of trust with the surrounding community.

1. Decide on the person or organization to do the coverage, coverage aim, and after confirming coverage topics decide on time and method.
2. Share information with the staff regarding coverage, and if necessary also explain to students and parents.
3. Put up a poster by the waiting area and place someone to oversee it.
4. Be sincere and speak about the facts.
 - Explain why certain things cannot be told.
 - Answer only what has been asked.
 - Avoid interjections (to avoid misunderstandings)
 - When asked about an opinion or thoughts, respond carefully.
 - Resources that are allowed to be used publicly will be handed out in advance. (Resources will be decided after consulting the board).
 - Apologize and correct any mistakes or wrong statements made.
5. Contact the media to confirm air time and if necessary ask them to correct any content that may be incorrect.
6. Report coverage summary and time the board. Save any newspaper articles.
7. Inform parents or guardians. We are careful regarding privacy and wish for understanding and cooperation regarding our policy.

We will do our best to avoid any problems, but if a problem that will be taken up in mass media arise, this will be our procedure. We ask for your understanding.

If there is anything that you are concerned about, please feel free to contact us.

This concludes Angel Kindergarten's complaints procedure policy.