



DREAM LAND

INTERNATIONAL SCHOOL

Complaint Policy

Dream Land International School is committed to fostering an open, transparent, and respectful relationship between the school, parents, students, and staff. While the school strives to provide the highest standards of education and care, it acknowledges that concerns or misunderstandings may occasionally arise. This policy provides a clear framework for handling complaints fairly, efficiently, and with full respect for all parties involved. All complaints will be treated seriously, handled with discretion, and resolved as quickly as possible. The school promotes a problem-solving approach that prioritizes dialogue and understanding before formal measures are considered.

In the first instance, concerns should be raised informally with the relevant teacher, staff member, or section head, who will listen carefully and work collaboratively to find a satisfactory resolution. Many issues can be addressed at this level through open discussion. For example, if a parent has a concern regarding classroom expectations, grading, or behavior management, they should begin by meeting with the class teacher. If the concern is not resolved, the parent may submit a written complaint to the Head of School, who will review the matter, conduct an investigation if needed, and respond formally within a reasonable timeframe. Throughout this process, all communication must remain courteous, factual, and constructive.

If the complainant remains unsatisfied with the outcome, the issue may be escalated to the School Management Committee for impartial review by a designated panel. The panel will review all evidence, hear relevant perspectives, and deliver a final written decision within a defined period. All complaints and their resolutions are documented securely for accountability and continuous improvement. The school prohibits retaliation or discrimination against any individual who raises a concern in good faith. This policy reflects Dream Land's commitment to fairness, integrity, and continuous improvement.

Steps Involved in Complaint Policy

Dream Land International School values good relationships with students, staff, parents, and the local community. We aim to address any complaints fairly, respectfully, and promptly.

General Principles:

- Every complaint is taken seriously.
- Problems will be resolved informally wherever possible.
- Complaints are handled by the most appropriate staff member.



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- Procedures are impartial and non-adversarial.
- Confidentiality is maintained at all times.
- Complaints are addressed as swiftly as possible.

Step-by-Step Procedure

Step	Action	Outcome
1. Discuss with Class Teacher (Informal)	Parent contacts the class teacher in person, by note, or via the school portal. Teacher listens, discusses, and suggests solutions. Senior staff or Head of School may become involved if needed.	Many concerns are resolved through dialogue and understanding. Actions may be agreed upon to address the issue.
2. Contact Head of Department / Coordinator (Informal/Formal)	Parent contacts the Head of Department or Coordinator. A meeting may be arranged to clarify and mediate.	Mediation and coordination to address the concern fairly. The Coordinator may dismiss or uphold the complaint in whole or part, decide actions to resolve it, or recommend procedural improvements.
3. Escalate to Head of School (Formal)	Parent schedules a meeting with the Head of School. The Head reviews details, meets all parties involved, and investigates the matter.	A final decision or agreed resolution is communicated to the parent.
4. Submit Formal Written Complaint (Formal)	Parent submits a written complaint to the School Administration Office. If the complaint is about the Head, a Board representative will handle it. The complaint is investigated and a written	Documented resolution, recommended actions, and follow-up measures if needed.



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	response is provided within 14 working days.	
5. Board of Directors Complaints Panel (Final Stage)	If unresolved, parent submits a written request to the Board. A panel of 3 members (including 1 independent) convenes within 14 working days. Parent may attend and be accompanied. All parties must act reasonably.	Panel may dismiss or uphold the complaint, decide on actions to resolve it, or recommend procedural improvements. Decision communicated within 5 working days. This is the final stage of the complaints process.
6. Follow-Up and Feedback	School follows up with parents to confirm satisfaction and collects feedback for improvement.	Confidence that the issue is resolved and future procedures are improved.

Notes:

- Aggressive or threatening behavior is not tolerated; participants may be asked to leave.
- The school reports the number and nature of formal complaints to the Board of Directors without revealing individual identities.