

COMPLAINTS POLICY & PROCEDURE

Complaints Policy for school year 2018-2019

Date of approval: 31.05.2018

1. Purpose

Avenor College encourages communication and mutual respect throughout the school community in order to set a positive example for the students and a necessary foundation for their development. Our aim is to resolve any disagreements or problem that might arise swiftly and informally, so that good relations may be resumed without delay.

Our Administrative Council has adopted the following procedure to deal with formal complaints from members of the school community or general public about matters that are relevant to the running of the school. This procedure is to be used only when informal attempts to resolve problems have been unsuccessful.

2. Principles

Avenor's policy on handling concerns and complaints is based on the following key principles:

- Impartial and confidential treatment of concerns and complaints;
- The right and free access of all Avenor partners to make appeals for decisions on the way complaints are submitted;
- Right and free access of all entities to address complaints;
- Compliance with the legal requirements and its own procedures regarding the timely resolution of concerns / complaints;
- Undertaking corrective actions that are necessary for their proper resolution;
- Keep records regarding all formal complaints, as well as corrective actions that have been taken to solve the matter.

3. Definitions

Informal complaints

We believe that taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. We consider informal complaints and all concerns sent via telephone, SMS, WhatsApp message or email (sent directly to members of the school's staff or to the school's

general addresses) that can be resolved in a maximum of 5 working days. We wish to handle all concerns, if possible, without the need for formal procedures.

Formal complaints

If the concern is not handled to the satisfaction of the person who has raised the matter, then the formal procedure should be followed. All complaints sent in writing, using the email address secretary@avenor.ro or via postal/courier services which require a thorough investigation involving several school departments are considered formal complaints. To be registered as such, the complaint should include the complainants' full name and contact details (phone number, email address).

4. Stages of handling complaints*

For all complaints there will be two stages of response:

1. the acknowledgement of receiving a complaint delivered in 1 working day
2. the final reponse delivered within 5 working days for informal complaints and within 30 days for formal complaints (according to Romanian legislation).

Formal complaints will be handled by an appropriate person from the school. If the matter is about the day-to-day running of the school, by members of the school's staff (form tutors, coordinators, office mangers). It the complaint is related to members of the school's staff, it should be investigated by members of the Management Team and the Compliance Department. If the subject of the complaint is related to school policies or members of the Management Team, the matter should be investigated by the school's Administrative Council. Contact details are posted on our website (www.avenor.ro).

Council members must ensure that all staff have been trained in the complaint management policy and procedure and that they are applying the steps according to established standards.

The formal complaints will be recorded and should include the date, the action taken and the deadline for a response. This record will be kept for 4 years.

At all stages of a complaint, the school recognises the need for confidentiality, but reserves the right to consult an appropriate statutory or professional body.

5. Final details

If the complainant considers that the terms of this policy have not been respected or if the dispute is not solved in an amicable settlement with the school, he or she has the right to address the competent institutions in the area under complaint.

In the response of the school, the competent institutions for each complaint will be indicated.

**This Policy is completed by a Complaints Procedure available on request.*