



COMPLAINTS POLICY

MAKSETH SCHOOL

9732 Blue Ranges, Kadoma

info@maksethschool.ac.zw

+263 778818814

www.maksethschool.ac.zw



1. Introduction

Makseth School is committed to providing a safe and inclusive environment for all students, parents, and staff. This policy outlines the procedures for raising and resolving complaints within the school community.

2. Scope

This policy applies to all complaints related to the school's operations, including but not limited to academic matters, student behavior, disciplinary issues, bullying, harassment, discrimination, and any other concerns.

3. Complaints Procedure

Complaints should be submitted in writing, using the designated complaint form available from the school's administration office, or by email to the designated complaints officer.

The complaint should include specific details regarding the incident or issue, the individuals involved, and any relevant supporting documentation or evidence.

Complaints should be addressed to the designated complaints officer, who will oversee the handling of complaints throughout the process.

Anonymous complaints may be considered; however, they may limit the ability to investigate and resolve the issue effectively.



4. Initial Review and Investigation

The complaints officer will acknowledge receipt of the complaint within five working days.

An impartial investigation will be conducted to gather all relevant information and evidence related to the complaint.

The school may interview relevant parties, including students, parents, and staff, and review any relevant records or documents.

5. Resolution and Communication

The school will aim to resolve complaints as promptly as possible, considering the complexity and nature of the issue.

The complainant will be provided with regular updates on the progress of the investigation and the expected timeframe for resolution.

Once a resolution is reached, the complainant will be informed of the outcome and any actions taken.

If necessary, the school will take appropriate steps to address the issue and prevent its recurrence.

6. Appeals

If the complainant is dissatisfied with the outcome or handling of the complaint, they may have the right to appeal.

Appeals should be submitted in writing, specifying the grounds for the appeal, to the designated appeals officer within ten working days of receiving the outcome.



The appeals officer, who is independent of the initial investigation, will review the complaint, conduct further investigations if necessary, and provide a written response to the complainant within ten working days.

7. Confidentiality and Record-Keeping

All complaints and related investigations will be handled with strict confidentiality, adhering to relevant data protection and privacy laws.

Records of complaints, investigations, and resolutions will be maintained securely and retained in accordance with applicable regulations.

Information will only be shared on a need-to-know basis with individuals directly involved in the resolution process.

8. Continuous Improvement

Makseth School is committed to continually reviewing and improving its complaints policy and procedures to ensure their effectiveness.

Feedback from complainants and stakeholders will be considered to identify areas for improvement and implement necessary changes.

