

Complaint procedure

Introduction

The staff and leadership at ISUtrecht endeavour to support our community the best we can. If you do however have a complaint, you can expect the school to deal with it swiftly and professionally. This document will guide you through the various steps if you wish to take a complaint further.

Possible complaint topics could include: student support and other educational topics, application of punitive measures, student assessment, sexual harassment, discriminatory, aggressive, or violent behaviour.

It is advisable to initially address the complaint to the staff member involved. Students can also address their complaints to their mentor. If the advised route does not lead to a solution of the complaint, it can be discussed with the relevant programme leader or the head, or deputy head of the school. The steps below describe this process in more detail.

Complaint procedure

1. The student or parent/guardian, hereafter 'complainant' discusses the complaint, if possible, with the person against whom the complaint is made. The complaint will be considered resolved if the complainant is in agreement with the solution provided. Should this not be the case, follow step 2.
2. The complainant discusses the complaint with (a member of) the school management. The complaint will be considered resolved if the complainant is in agreement with the solution provided, should this not be the case, follow step 3.
3. The complainant brings the complaint to the attention of the confidential advisor via the head or deputy head of school. The confidential advisor verifies whether the complaint can be resolved by means of mediation, or whether there are grounds for filing the complaint with the Board (step 4) or the National Complaints Committee (step 5). If a solution to the complaint cannot be attained at school level, the complainant is advised to contact the confidential advisor of the International School Utrecht, Mrs S.C. van Nisius, by sending an email to confidentialadvisor@isutrecht.nl. Should the nature of the complaint so require, the complainant may also choose to contact the confidential advisor directly. The advisor will investigate whether the matter should be followed up by filing a written complaint with either the Board (step 4), or the National Complaints Committee (step 5). The confidential advisor may attempt to mediate the issue in order to find a solution and, if desired, will guide the complainant through any further steps. The advisor is obliged to maintain complete confidentiality. Anonymous complaints will not be taken into consideration. The ISUtrecht follows [the official complaint procedure from Stichting Primair Onderwijs SPOUtrecht for primary education](#) and [the official complaint procedure from Stichting Openbaar Voortgezet Onderwijs Utrecht-NUOVO for secondary education](#).
4. The complainant can, whether or not assisted by the confidential advisor, file a complaint with the Board. The Board will further look into the complaint. The complaint will be considered resolved if the complainant is in agreement with the solution provided, should this not be the case, follow step 5.
5. The complainant can, whether or not assisted by a legal advisor, file a complaint with the National Complaints Committee (in Dutch the 'Landelijke Klachtencommissie -LKC), for more details, see below. The National Complaints Committee will investigate the complaint and advise the Board regarding the complaint. The National Complaints Committee will issue a recommendation to the competent authority, which consists of the following:
 - a. **A formal decision with respect to the (non-) admissibility of complainant;**
 - b. **A formal decision with respect to the grounds for the complaint;**
 - c. **Further recommendations regarding measures required to be taken by the competent authority.**
6. Within 4 weeks from receiving the opinion of the National Complaints Committee, the Board will decide upon an appropriate reaction to the advice and provide written notification to the complainant along with the respondent, the head of the school concerned and the Complaints Committee.

National Complaints Committee

When a mutual understanding cannot be reached the [National Complaints Committee \(in Dutch Landelijke Klachtencommissie -LKC\)](#) is available for advice. After a complaint has been filed at the LKC, the complainant will be contacted by the National Complaints Committee secretary, to investigate which of the following routes is most suitable for solving the specific complaint, however it will first investigate, after consulting the parties involved, whether it is an option to have the school deal with the complaint internally. This approach has proven to be effective.