



NEW CAMBRIDGE INTERNATIONAL SCHOOL

Complaint Policy New Cambridge International School

Last Reviewed on: August 2022

Next Review Date: August 2023

Complaint Policy for New Cambridge International School

At New Cambridge International School, we strive to provide excellent customer service and quality products. However, we understand that there may be times when our customers may have concerns or complaints about our products, services, or policies. In such cases, we encourage open communication and are committed to addressing and resolving complaints in a fair and timely manner.

Informal Resolution:

In the first instance, individuals should raise their concerns informally with the teacher, staff member, or administrator involved. They should be willing to listen and work towards a resolution that satisfies both parties.

Formal Complaint:

The complaint should contain a clear and concise statement of the nature of the complaint and the desired resolution.

This policy outlines the three stages for a formal complaint at New Cambridge International School:

Stage 1: Complaint Acknowledgment and Investigation (7 days)

Upon receipt of a formal complaint, we will acknowledge the complaint within 2 business days. We will then conduct a thorough investigation, which may involve gathering additional information, reviewing documents, and interviewing relevant parties. We will provide an initial response to the complaint within 7 business days.

Stage 2: Complaint Resolution (10 days)

If the complaint is not resolved in Stage 1 or if the complaint is of a more serious nature, we will escalate the complaint to a higher level of management. We will work to resolve the complaint in a fair and reasonable manner, taking into consideration the interests of all parties involved. We will provide a resolution to the complaint within 10 business days.

Stage 3: Escalation and Review (20 days)

If the complainant is not satisfied with the resolution provided in Stage 2, they may escalate the complaint to the School Board. The School Board will conduct a review of the complaint, including all documentation and correspondence related to the complaint. The School Board will provide a final resolution to the complaint within 20 business days.

We are committed to ensuring that all complaints are handled professionally, respectfully, and in a timely manner. We will treat all complaints with confidentiality and sensitivity, and all parties will be kept informed throughout the process.

Escalation: If the complainant is still not satisfied with the outcome, they may escalate the matter to the relevant regulatory or accrediting body.

New Cambridge International School, Phitsanulok is committed to ensuring that all complaints are handled professionally, respectfully, and in a timely manner. The school will treat all complaints with confidentiality and sensitivity, and all parties will be kept informed throughout the process.

Please fill the following form if you have any complains.

[https://docs.google.com/forms/d/e/1FAIpQLSe0oru7CH1yEpJ0vsEnTCoN-btBYW_ouhfjY4sM7x8sFn1dzg/viewform?usp=sf link](https://docs.google.com/forms/d/e/1FAIpQLSe0oru7CH1yEpJ0vsEnTCoN-btBYW_ouhfjY4sM7x8sFn1dzg/viewform?usp=sf_link)