SURVAL MONTREUX
GIRLS' SCHOOL IN SWITZERLAND

Complaints Policy- Procedure for Parents

Created	August 2021
Reviewed	September 2026
Next Review	Autumn 2027
Reviewed by	Senior Management Team

It is Surval's intention to consider and resolve all concerns and complaints from Parents at the earliest opportunity and to the satisfaction of all concerned wherever possible.

This procedure is to ensure that:

- Parents who wish to make a complaint know how to do so
- Surval responds to complaints within a reasonable time and in an efficient way
- Parents are confident that Surval will listen and take all complaints seriously
- Surval takes appropriate action when necessary

A Parent with a concern or complaint should in the first instance contact the Principal. Parents will receive an email acknowledging their complaint within 24 hours explaining how the school will propose to proceed. In many cases, the person contacted may need to discuss the issue with relevant staff members before they can reply.

A detailed email will be sent to parents as quickly as possible, informing them of the outcome of the complaint and what actions will be taken or proposed. The school might also contact the Parents to discuss the complaint on a phone call. In either case, an email will be sent to parents confirming the outcome of the complaint and proposed actions.

If the complaint is of a very serious or sensitive nature, or parents feel the matter remains unresolved, Parents are welcome to contact the Director of Education at Bellevue Education by email.

A complaint is considered to be unresolved if the Parents and Surval do not agree on a course of action. Under such circumstances, the Parent should contact the Director of Education of Bellevue Education by email who will investigate the complaint with the Principal. After investigation, Parents will be contacted for an online meeting with the Director of Education, Principal and other relevant members of staff.

A complaint is considered to be resolved when Surval and the Parents have come to an agreement. A complaint can only be dismissed after it has been investigated and if an investigation has determined that the complaint cannot be substantiated. If a complaint is dismissed the Parent will be informed in writing of the decision.

Parental complaints or concerns will be treated in a confidential manner. Knowledge of the complaint or concern will be limited to the Principal and those directly involved. The Principal will keep a written record of all significant parental complaints and their outcome.

Surval cannot completely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a girl's safety is at risk or it is necessary to refer matters to the police. Before this happens, the Parents would be fully informed.

Contacts

- Principal, Mrs Patricia Woodhouse, patricia.woodhouse@surval.ch
- Vice Principal - Pastoral, Mrs Stephanie Walmsley, stephanie.walmsley@surval.ch
- Vice Principal - Academics,, Mrs Francesca Bradbury, francesca.bradbury@surval.ch
- Finance and HR Manager, Ms Candice Charbonnet, candice.charbonnet@surval.ch
- Director of Education, Bellevue, Mr David Williams, dcwilliams@blvue.com