

## Submitting or providing parent feedback or concerns - Information for parents and/or carers

### What is a parent concern?

As a parent or carer, you can express dissatisfaction with the service or action of the Asia Pacific Schools (the school) or its staff, including decisions made or actions taken in a school.

### How does the school manage parent concerns and feedback?

The school is committed to responding to parent concerns in an accountable, transparent, timely and fair way.

For parent concerns about school matters, you are encouraged to use the following three step approach:

1. **Early resolution:** the best place to raise any concerns is at the point where the problem or issue arose. You can make an appointment at the school to discuss your concerns with your child's teacher or the principal. You are also welcome to lodge your concerns in writing or over the phone. You can also lodge it through our website.

Check Asia Pacific Schools website to download the feedback and concerns management form or [click here](#) to submit.

2. **Informal /Internal review:** if, after taking the early resolution step, you are dissatisfied with the outcome of your concerns or how the concerns/feedback was handled, you can ask the Executive Principal to conduct a review. You need to email a *request for internal review* within 28 days of receiving the concerns outcome.
3. **Formal /External review:** if you are dissatisfied after the internal review (stage 5), you may wish to contact the ISP regional team for external review (stage6).

Some matters need to be handled in a different way to school matters and will be referred to other areas in the school/department. These include:

- issues about harm, or risk of harm, to a student attending APS school, which must be managed in accordance with the safeguarding policy.

You can make anonymous feedback; however, please understand that if you do not identify the school, or if you advise that you do not wish the school to be contacted, it may limit how your feedback can be assessed and resolved. If no contact information is provided, the department cannot reply back to you.

### What are my responsibilities when lodging a parent concerns?

You have a right to raise a concern to the department, however, you also have responsibilities as a complainant to:

- be respectful and understand that unreasonable conduct will not be tolerated by school, regional or departmental staff
- clearly outline what the problem is, what you are unhappy about and your desired outcome
- provide all relevant information when raising a concern and inform the teacher/staff/department of any changes impacting on your concern.

- understand that if the concern is complex, it can take time to assess, manage and resolve.

### **What happens after I raise my concern?**

If your concern is not resolved during your initial contact, we will aim to resolve your concern as quickly as possible, taking into consideration the complexity and timing of your concern. As a general guide, concerns requiring inquiry or some investigation may take longer to resolve. School holidays may also impact the time it will take to resolve a concern. Refer to the Feedback and Concern Stages for response times.

Once your concern has been resolved, you will be contacted and informed of the outcome of your concern, any recommendations, and any review options available to you.

For information privacy reasons, the school is unable to provide you with information about other people involved in your concerns.

#### Feedback and Concern Stages:

##### Informal Stage

- ❖ stage 1: 5 working days
- ❖ stage 2: 5 working days
- ❖ stage 3: 10 working days

##### Formal Stage

- ❖ stage 4: 15 working days
- ❖ stage 5: 20 working days
- ❖ stage 6: Case to case

Should you need further details on the process, please contact Parent Services at [admissions@apschools.edu.my](mailto:admissions@apschools.edu.my)