

Complaint Policy of Broadwood Central School Faisalabad

Broadwood Central School (BCS) is committed to ensuring that any person or using services provided by BCS or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organization will provide a complaints management procedure that

- It is available to all members, clients and stakeholders.
- Ensures complaints are fairly assessed and responded to promptly.
- Is procedurally fair.

Commitment

- Treat with respect
- Tell what to expect while your complaint is being looked into
- Carry out the complaint handling process in a fair and open way
- Provide reasons for decisions that are made
- Protect privacy

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to:

- The staff member they were dealing with at the time, unless you are making a complaint about this person
- Principal
- Manager Student Affairs

Written complaints may be sent to the relevant BCS office.

Procedure of complaint management

The person managing the complaint will be responsible for:

1. Registering the complaint:
 - Registering the complaint in the BCS complaints register
 - Informing the complainant that their complaint has been received and providing them with information about the process and time frame.
2. Investigating the complaint:
 - Examining the complaint within 5 working days of the complaint being received
 - Informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution. As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received.