



COMPLAINTS POLICY

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TABLE OF CONTENTS

ONE. GENERAL PROVISIONS	2
BEFORE SUBMITTING REQUESTS AND COMPLAINTS	3
TWO. RIGHTS OF REQUESTER AND COMPLAINANT	3
THREE. REQUIREMENTS FOR REQUESTS AND COMPLAINTS	3
FOUR. FORMS OF SUBMITTING REQUESTS AND COMPLAINTS	4
ABOUT INFORMAL REQUESTS AND COMPLAINTS	4
FIVE. REFUSE TO ACCEPT REQUESTS AND COMPLAINTS AND RETURN WITHOUT REVIEWING	4
SIX. RESOLVE AND RESPOND TO REQUESTS AND COMPLAINTS	5
SEVEN. EXECUTING THE DECISIONS ON THE REQUESTS AND COMPLAINTS	6
REQUEST AND COMPLAINT FORM FOR “SHINE UE” SCHOOL	8



SHINE UE SCHOOL REQUESTS AND COMPLAINTS HANDLING POLICY

ONE. GENERAL PROVISIONS

1.1. This is to regulate the process related to reviewing and resolving any oral, written, and online complaints from students, parents/guardians, teachers, and staff **subjected to** Shine Ue school upon receipt.

1.2. Complaints from students, parents, guardians, teachers, and staff shall be received and resolved in accordance with the school's internal policy and the law and regulations of Mongolia.

1.3. The school accepts requests and complaints as an opportunity to improve its operations. However, if no complaints are received, the school will improve its operations promptly through 360 evaluations and PDCA evaluations by teachers, staff, students, parents/guardians, and the management team.

PRINCIPLES TO FOLLOW WHEN RESOLVING THE COMPLAINTS

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders.

Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.

Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.

Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

Attentiveness – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening.

BEFORE SUBMITTING REQUESTS AND COMPLAINTS

Before submitting a request or a complaint, consider whether the issues facing will be resolved through this process or other effective ways to settle the matter.



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TWO. RIGHTS OF REQUESTER AND COMPLAINANT

- 2.1. To provide explanations and evidence in connection with the request and complaint;
- 2.2. Withdraw the request and complaint;
- 2.3. Insist on requests and complaints to be resolved, or insist on resolving requests and complaints;
- 2.4. Receive a response to the request and complaint.

THREE. REQUIREMENTS FOR REQUESTS AND COMPLAINTS

- 3.1. Requests and complaints must be objective and well-founded;
- 3.2. No signs of insult to human dignity and honor;
- 3.3. In the case of submitting a written request or complaint, the name, class, and mobile number (if necessary, e-mail address) of the requester and/or complainant must be included. If a student's parent or guardian submits a complaint, the parent/guardian of the student's mobile number and home address (if necessary, e-mail address) must be included.
- 3.4. If a request or complaint is submitted jointly by parents, guardians, students, teachers, staff, or the persons mentioned above, it must be signed by all of them or their representatives, and a document accrediting their right to represent should be attached.
- 3.5. Written requests and complaints shall be written on A4 paper in accordance with the format.
- 3.6. Evidence must be attached to a request or complaint related to academic operations and quality.
- 3.7. Evidence may be accompanied by descriptive recordings, written and witness statements.
- 3.8. When submitting a request or complaint, the requester or complainant shall respectfully express their request to the employees.

FOUR. FORMS OF SUBMITTING REQUESTS AND COMPLAINTS

- 4.1. Requests and complaints shall be submitted in a written or an oral form or by e-mail in the country's official language.
- 4.2. Complaints can be in the form of formal or informal.

ABOUT INFORMAL REQUESTS AND COMPLAINTS

When students, parents, guardians, teachers, or staff are reluctant to submit a formal complaint, the school administration will listen to and resolve unsatisfactory issues.

Information about any wrongdoing may be provided, but the person's name can not be made public to protect their reputation. The requester or complainant should understand that there may be risks associated with the person's identity, depending on the nature and circumstances



of the information, and we will endeavor to limit these risks as much as possible. Information may be provided with evidence anonymously. However, we will only tell people how the matter was resolved if a requester or a complainant provides information anonymously.

If it is impossible to resolve the issue immediately or students, parents, guardians, teachers, or staff are dissatisfied with the response, a formal complaint may be submitted in accordance with Article 2.3 of this procedure.

FIVE. REFUSE TO ACCEPT REQUESTS AND COMPLAINTS AND RETURN THEM WITHOUT REVIEWING

5.1. Requests and complaints shall be submitted in a written or oral form, in the country's official language. Requests and complaints should be forwarded to info@shineue.edu.mn according to the template posted on the school website (see the sample complaint form in the appendix). From this address, it will be determined which program (primary, secondary, senior, IB diploma program and Cambridge program) is the problem to be solved, and the next stage of solving measures will be started.

5.2. Parents/guardians can report their child's homeroom teacher of any issues related to the learning process, which might be resolved immediately. If the homeroom teacher cannot solve the problem on their own, consult with the responding manager. If one has a direct complaint to the principal, fill out the appropriate form and send it to the homeroom teacher. The homeroom teacher should keep a written record of any issues, complaints, and dates.

5.3. Original copies of requests and complaints received in a written form or by e-mail should be kept and recorded by the school clerk in the order in which they are received, and complaints addressed as "confidential" or "in hand" must be registered as the same address noted on the envelope. Requests and complaints will be categorized according to their content and handed over to the responding academic manager, finance, social worker, and school administrator within 1-3 working days.

5.4. Oral requests and complaints directly made at the school should be recorded in a particular record by the staff responsible for receiving them and shall be signed by the requester and complainant.

5.5. It is prohibited to hand in a complaint directly to a teacher, staff or an official, who is engaged in the issue in connection with the complaint.

Return without reviewing

Requests and complaints shall be deemed inadmissible under the following conditions. These include:

- Insulting the school, teachers, and staff through social media (such as the school website and Facebook page) by using slang or abusive words.



- Intimidate or threatened by words or actions.
- Frequent sending of emails, making phone calls and leaving voicemails or text messages concerned on the same issue without good reason during the process of resolving a request or complaint.
- It is unacceptable to receive defamatory information from an individual or organization without evidence.

SIX. RESOLVE AND RESPOND TO REQUESTS AND COMPLAINTS

6.1. The staff who receives the request or the complaint shall examine the issue and clarify the problems from the requester or complainant, if necessary, request documents that can be helpful to clarify and verify the issues mentioned in the request or complaint. Depending on the subject, requests and complaints will be responded to within 1-15 business days.

6.2. If staff cannot resolve the contents of and issues mentioned in the request and complaint, it shall be discussed at the school council meeting and responded to within 30 working days.

6.3. Requests and complaints related to children's rights violations will be investigated and reviewed by a social worker, who will forward the request or complaint to the school administration, notify the relevant authorities, and provide a reasoned response according to applicable laws and regulations.

6.4. The administration staff who resolves the request and complaint shall resolve the request or complaint within the scope of their official authority.

6.5. The response to the request and complaint shall be communicated appropriately by telephone, email, or official letter, and a written note of issuing the answer shall be kept in the request and complaint resolution record book.

6.6. The school will post information about the resolved requests and complaints during the academic year on the school website annually.

SEVEN. EXECUTING THE DECISIONS ON THE REQUESTS AND COMPLAINTS

7.1. The execution of the decisions on the requests and complaints shall be the staff's responsibility or other authorized officials who resolve it.

7.2. The relevant personnel shall be obliged to comply with the decision to restore the violated rights mentioned in the complaint.

REQUEST AND COMPLAINT FORM FOR "SHINE UE" SCHOOL

Requests and complaints should be written by hand on A4 paper. When writing, take the spaces 3 cm from the right, 1.5 cm from the left, and 2 cm from the top and bottom. Requests,



complaints, suggestions, and feedback shall be submitted in the following format. These include:

1. Write the names of the organization and the official you are contacting to in the center align.
2. Write the reason or contents of the request, complaint, or comments. Here are the things to look for when writing this section. These include:
 - a. Briefly introduce yourself.
 - b. Relevance for resolving requests, complaints, and comments.
 - c. Write down what you want to be resolved and how.
3. Residential address, contact number, and e-mail address of the requester or complainant
4. Surname, name, signature, date
5. Attach a copy of the national ID card or birth certificate of the requester or complainant.



REQUEST AND COMPLAINT FORM FOR “SHINE UE” SCHOOL

You are entitled to submit a request and complaint in accordance with the request and complaint procedures of Shine Ue school and other laws and regulations of Mongolia. However, a requester or complainant shall not incite to violate the Constitution and other laws, to infringe upon the rights, freedoms, and legitimate interests of others, to discredit or to discriminate in the exercise of their right to submit a request and complaint, and it shall be accurate.

Full name of the requester and complainant:

.....

Sex:

- Male
- Female
- Other

Residential address:

.....
.....

Contact number:

Email address:

Please write the content of the request and complaint concisely and legibly in the space below!

.....
.....
.....

Note: If there is not enough space, please write on additional paper and attach it here!

Please attach proof of this request and complaint!

I certify that what I have written is true and accurate.

The signature of the requester and complainant:

Date:



**UNESCO 12, Khoroo 1, Sukhbaatar district
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