



RAMKHAMHAENG ADVENT
INTERNATIONAL SCHOOL

www.rais.ac.th
info@rais.ac.th



02-370-0316
02-370-0317



1 Soi Ramkhamhaeng 119, Huamark
Bangkapi Bangkok 10240 Thailand



Complaints Policy

Purpose

The purpose of the complaints policy is to have clear procedures that will ensure complaints are received at the correct time and place. This will provide an objective standard that will facilitate the most unbiased approach to all concerns raised.

Scope

This policy covers all stakeholders of RAIS, and any visitor to the RAIS campus or any one of our social media outlets.

Policy Statement

RAIS prides itself on the fact that it's 'A Caring Community', therefore this policy is designed to make every accommodation possible to individuals that feel the need to share a concern. RAIS understands that the first step to improvement is knowing where to improve. For improvement to take place, concerns must be taken in good faith until shown otherwise.

There also exists the possibility of miscommunication, dishonesty, and bias in sharing concerns. To combat that, all concerns will be taken in good faith and investigated thoroughly before any major decision is made.

Maintaining good relationships between all stakeholders is the prime concern of RAIS, therefore the goal in resolving any concern, conflict, or incident will be to these ends. Wherever possible, RAIS will do its utmost to resolve cases internally.

Related Policies and Documents

1. Complaints Procedure

- The primary line of contact for any complaint is the front office via the PR staff. The concern will then be forwarded onto whoever is responsible for that area of the school. The issue will then be dealt with by the head of that department. If the incident warrants a decision to be taken by RDOC or the Leadership, the concern will be raised to the principal who then brings it up to the respective committee and a decision will be made and then informed to the parents as soon as possible.
- Parents/guardians can also request to meet any of their child's teachers - through the front office via the section head. They may also arrange meetings with any of the guidance counselors upon request.
- If a meeting with the principal is required, again this will be organized through the front office, and the principal will do their very best to accommodate the request. If the required time is not available, the principal may need to reschedule.
- If a request is made in the front office to meet the assistant chairman, the principal will first be informed, and arrangements will be made through the principal. In most cases, a meeting with the principal may need to take place before meeting the assistant chairman.

2. Feedback Times

- RAIS will do its utmost to provide timely feedback to all concerns, but depending on the concern and parties involved, the feedback may take from almost immediately to a week - or possibly two at the most.
- If the concern can be solved by the front office, an answer will be given immediately.
- If a section head needs to be contacted and they can answer the concern, it should be resolved usually within the hour.

- If a few individuals are involved in the concern, it may take some time to speak to all of the people involved so the feedback may take a day or two.
- Concerns that need to go through either the RDOC or Leadership may take one or two weeks to be resolved as both these committees only meet once a week.

Communication

- Parents orientation

Policy Review Cycle

- This policy will be reviewed once every three years.
- This policy was last reviewed by RDOC in January 2024.