

International School Saigon Pearl

Feedback Policy

2022-2023



**International School
SAIGON PEARL**

Elementary & Early Years

International School Saigon Pearl

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ISSP Stakeholder Feedback Policy and Procedures

Introduction

The International School Saigon Pearl (ISSP) welcomes feedback and values our community and their voice. As a school we ensure that feedback is resolved and responded to professionally.

This policy sets out how feedback can be raised, and how the school will work to respond and resolve such matters.

Feedback can be raised by parents, guardians, grandparents, neighbors of the school, or any stakeholders with an interest in the work of the school.

Philosophy

- Feedback will be managed and responded to in a fair and open manner, with the aim of achieving a timely and reasonable resolution.
- ISSP commits to listen to and respond professionally to matters raised and where applicable, make adjustments and modifications in school practices.
- ISSP staff and teachers shall encourage stakeholders to share feedback they may have about the school. By receiving feedback – positive and constructive – we can continue to address the matters affecting the development, planning, and operations of the school.
- An online record shall be maintained of all submitted feedback. This record will state the status of all feedback (eg. received/ initial response/ investigation/ closed), how and when the matter was resolved.

Scope

- Formal feedback is expected to be addressed within **3 to 5 working days** from receipt.
- Feedback may be submitted through the feedback form in our intranet system.
- Feedback is defined as a clear statement about any specified aspect of the school's work. This procedure deals with specified day-to-day operations and occurrences in the context of the International School Saigon Pearl.
- The International School Saigon Pearl treats everyone in our school community as an individual, valuing their contributions and accomplishments in order to develop positive home-school interactions, as well as to improve the schooling experience for ISSP community members.

Feedback policy

1. Nature of Feedback:

This document addresses the following types of feedback:

- Feedback about Academic (In-class experience, exams, Teachers/ TAs/ Specialists)
- Feedback about Operation (Finance, transportation, marketing, communications, admissions)
- Feedback about Facility (General facilities or IT Facilities)
- Feedback about Health & Safety

2. Management of Feedback

Executive & Academic Leadership Teams shall ensure that established procedures exist to manage feedback and that these procedures are easily accessible and available in written/and digital form.

The delegated person in charge of handling feedback will treat every matter in a professional manner, and keep Executive & Academic Leadership Teams, as well as related staff adequately informed.

ISSP staff are expected to treat feedback in a professional manner.

Stakeholders are encouraged to share feedback respectfully and reasonably.

Resolving feedback: ISSP will work with our community to address and resolve issues in a timely and professional manner.

Persistent negative feedback: There will be occasions when, despite all stages of the procedures having been followed, stakeholders remain dissatisfied. If the stakeholder tries to reopen the same issue, the school shall inform them that the procedure has been exhausted and that the matter is closed.

Withdrawing feedback: If a stakeholder wishes to withdraw their feedback, they shall be asked for confirmation of the withdrawal.

3. Raising concerns

3.1. Informal

In most cases, a stakeholder may raise a concern directly with school staff informally (eg. a parent raises a concern with teachers or through admission staff via phone calls, emails, or face-to-face interactions). At this stage, it may be unclear whether the stakeholder is making a complaint, seeking information, or has misunderstood a situation.

The staff receiving the feedback will discuss the issue with those involved, with the aim of resolving the concern as soon as possible. The stakeholder will be informed of the outcome (and action if any) that the school proposes to take.

On some occasions, the concern raised may require further investigation or discussion with related-parties. In this case, the stakeholder will receive an interim response within two working days.

3.2. Formal

- **Stage 1: Feedback review by a Head of Department.**

The underlying principle is that feedback should be handled without the need for formal procedures. If the feedback is not / cannot be resolved immediately and the stakeholder confirms the lodgment of formal feedback, the stakeholder shall be provided an opportunity to discuss the matter with an appropriate staff member (eg. Head of Admissions Department, Upper Elementary Coordinator, Early Years Coordinator).

The designated staff member will arrange for the feedback to be acknowledged and resolved within 3 to 5 school working days of receipt. Meetings with stakeholders may be arranged to discuss the matter further.

If stakeholders are not satisfied with the outcome(s) at stage 1, the school will escalate the feedback to the next stage.

- **Stage 2: Feedback review by the Feedback Committee**

This formal procedure shall be followed when initial attempts to resolve the issue are unsuccessful and the stakeholder who raised the concern remains dissatisfied and wishes to take the matter further.

ISSP will then nominate a Feedback Committee, including the Head of School and Deputy Head of School, members of ELT, ALT, and related staff.

The Committee will investigate the feedback and aim to provide a written response within 3 to 5 days of the forming of the Committee. If this is not possible, a letter will be sent to the stakeholder explaining the reason for the delay and suggesting a new date for resolving the feedback.