

Communication channel

The concern must be dealt with where it arises.

If clarification is not possible at that level, the next level is engaged. At each level of responsibility, agreements on future behaviour should be sought and reviewed after an appropriate period of time.

| Concern arises at: | Turn to: |
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| 1. pupils/class representatives/parents/teachers: Turn first to: | - Teacher concerned possibly with the involvement of the class teacher |
| <i>If the problem is not solved:</i> | <i>Turn to:</i> |
| 2. pupils/class representatives/parents/teachers: | - The class teacher or liaison teacher Possibly with the subject teacher, head of the department and/ or teachers' council |
| <i>If no clarification was possible beforehand (no agreement was reached)</i> | <i>Turn to:</i> |
| 3. pupils/class representatives/parents/teachers contact: | - School management, Possibly with the subject teacher, class teacher, liaison teacher, and head of the department. |
| <p>Intervention by the school management</p> <p>If the reason for the complaint is a problem of great significance and/or urgency, the school management might be informed directly leaving out some steps before.</p> | |