



RATCHATHANI UNIVERSITY DEMONSTRATION SCHOOL (SATIT RTU)

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School Principal	Dr. Methavee Chotchaipong
Headteacher	Asst. Prof. Dr. Rapin Chuchuen
Deputy Headteacher	Dr. Nontachhanonpapob Palintorn
School Manager	Dr. Preerada Paripurana

COMPLAINTS POLICY & PROCEDURES

Satit RTU aims to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful and serious attention to any concerns that you may have by following our complaints procedures as outlined below:

Stage 1

If any parent has a cause for complaint or any queries regarding the care or education of their child, we encourage them to first discuss their concerns with the child's practitioner. This open communication allows for any issues to be addressed promptly and effectively at the initial stage.

Stage 2

Should the concern remain unresolved or if the parent feels their issue has not been adequately addressed, they are encouraged to escalate the matter to School Manager. These concerns must be presented in writing to the School Manager. The School Manager will then investigate the

complaint and report back to the parent within 10 working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it. (Most complaints will be resolved informally at stage 1 or 2.) We take all complaints seriously and are committed to resolving them in a fair and timely manner.

Stage 3

If the matter is still not resolved a formal meeting should be held between the School Manager, Parent and Headteacher to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Dean of the faculty of education, Ratchathani university, telephone number: 045-319-900 ext. 113, 123, mobile phone number: 098-779-2853.

A record of complaints will be kept in the school. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a child protection related complaint, please refer to the Child protection policy.

We hope that at all times you will be happy with the service provided, our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our school at any time.

Additionally, we have a formal complaints procedure in place to ensure that all complaints are handled transparently and according to established guidelines. Parents are welcome to request a copy of this procedure for further information on how complaints are managed and resolved within our organization.

Our priority is to ensure the well-being and satisfaction of every child and family in our care, and we value feedback from parents as an opportunity for continuous improvement and excellence in our services.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Nursery and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted: June 2024

Signed on behalf of the school: Methavee C.

Date for review: May 2024