

Explanation of Complaints Procedure

Problems may arise at school between parents or students and (staff of) the school. Such problems are often resolved by mutual agreement. Sometimes the nature of a disagreement is such that someone wants to file a complaint about it. There is a procedure available for doing this. A complaints procedure has been established for the schools. This is available on this website for everyone who is involved with the school. Someone who wants to complain should first report this to the school management, or in the second instance to the executive board. The complaint can then possibly be resolved.

The Stichting is also affiliated to an independent complaints committee for the handling of complaints: the 'National Education Complaints Committee' (LKC).

Both parents and students and staff may submit a complaint to the LKC.

An Education Disputes (*Onderwijsgeschillen*) secretary will contact the complainant and the school management or the person that is the subject of the complaint and discuss which route can best be taken to resolve the complaint. This discussion may result in one of the following routes:

- **Route 1: Internal complaints procedure (at the level of school or executive board)**

If the LKC thinks that a complaint can quickly be resolved at school (executive board) level, the complaint will be forwarded to the school management, following consultation with the complainant and the school management. If the parties concerned that have already tried or see no benefit in the internal complaints procedure, mediation or the formal complaints procedure can be opted for.

- **Route 2: Mediation**

If the internal complaints procedure is not an option or has not produced a solution, the possibilities of mediation and the formal procedure are examined in a telephone call with the mediator secretary. If both parties prefer to find a solution themselves with the guidance of an external mediator, then mediation can take place (for more information: [mediation with the LKC](#))

- **Route 3: Formal procedure**

If it is decided to handle the complaint through the formal procedure, then the LKC investigates the complaint and evaluates (after a hearing) whether it is legitimate. The LKC advises the school management and may attach recommendations to its advice. The school management takes the final decision about the handling of the complaint and about observing the recommendations.

A formal complaint can be submitted in writing to the executive board of Stichting Het Rijnlands Lyceum or in writing to the LKC. It is advisable to first consult a confidential counsellor before proceeding with the formal submission of a complaint.

Education Disputes (*Onderwijsgeschillen*) also offers mediation before a formal complaint is lodged with the LKC. You can then resolve a (potential) conflict with the aid of a mediator from Education Disputes and thus avoid a formal procedure. To discuss whether mediation is an option, you can contact [Mediationdesk van Onderwijsgeschillen](#) (Education Disputes mediation desk) by telephone 030-2809590 or email: mediation@onderwijsgeschillen.nl.

The LKC can be reached via Onderwijsgeschillen, Postbus 85191, 3508 AD UTRECHT, telephone 030-2809590, fax 030-2809591. You can also send an email to info@onderwijsgeschillen.nl. More information can be found about the handling of complaints on the website www.onderwijsgeschillen.nl.