

Complaints regulation and confidential counsellors

Parents, students and staff who wish to make a complaint can approach the appointed officials in the school organisation, such as department heads, deputy heads and finally also the principal of the school. Normally speaking complaints regarding a teacher or a member of staff will, in the first instance, be reported to the person concerned, so that he/she can address the problem or clarify things. If this does not work, or if there are other reasons why this is not the best or appropriate approach, the student, member of staff, or parent can report the complaint to the **Contact Person Complaints** in the school. In some schools this is the internal confidential person. The Contact Person decides who is best suited to deal with the complaint and monitors whether the complaint is dealt with in time.

At each school there are **internal confidential counsellors** to whom students, parents and members of staff may report matters requiring strict confidentiality. This would concern matters like abuse of power, both from the side of (fellow) students, as of teachers, support staff and school leadership, and other forms of undesirable behaviour. A student may be teased, psychologically and/or physically maltreated or intimidated, or a parent may not feel taken seriously by the school leadership. Confidential counsellors can give advice in such matters, can offer (initial) care, support and guidance towards external support organisations, the external confidential counsellor, the executive director of the foundation or the national complaints committee.

The role of **external confidential counsellor** for the schools of the Rijnlands Lyceum foundation lies with:

Centrum Vertrouwenspersonen Plus:
Telephone 06-81316936; website: www.cvp-plus.nl.

Before approaching the external confidential counsellor parents, students and staff are advised to contact an internal confidential counsellors. The external confidential counsellors focus exclusively on serious forms of **undesirable behaviour** (such as sexual harassment, intimidation, abuse of power, bullying and discrimination) and **integrity issues** (see whistle-blower regulations).

Parents, students and staff can also turn to the executive director (the board) of the Rijnlands Foundation, Drs. A. Kastelein, PO Box 486, 2240 AL Wassenaar. He can decide to investigate matters himself or submit them to the National Complaints Committee. He can also refer parents or students directly to the National Complaints Committee. Staff who wish to make a complaint do so in principle with the principal of the school.

The complaints committee of the schools of the Rijnlands Foundation is the National Complaints Committee. Please find the regulations and address of the committee on the Rijnlands website. The

National Complaints Committee gives an advice to the board. The Board subsequently takes a decision.