



Problem Resolution Policy

If there are any concerns or issues, our students are always encouraged to talk to their teachers directly. We understand, however, due to the language barrier or cultural differences, it might be hard for ESL students to communicate directly with their teachers. Instead, students can communicate with their counsellors regarding any formal complains or concerns.

After a counsellor feels a reasonable written complaint has been made, or multiple students make the same complaint, they will let the head teacher know immediately via email. This email should explain in detail the nature of the complaints and how long the issue has persisted. The head teacher will contact the teacher in question and have a constructive conversation with them in order to attempt to resolve the problem(s) or dispute(s).

Throughout this process, the student can (at any time) speak to their counselor and continue to give feedback regarding the situation orally. If required (due to differences in English proficiency), the counselor may be present during complaint discussions.

After a period of one week, if the complaints continue, counsellors will follow up with another email detailing whether or not the issue has changed. After this email, the head teacher will meet with the teacher again and stress that if the complaints continue, they will risk losing the class.

If still after another week, the complaints persist, it is reasonable for the teacher to lose their class based on the negative feedback and possible negative reputation to our school. This final decision will be reviewed, but the final decision will always be with the school director*.

***Please note** This timeline depends on the severity of the issue. If the complaints are related to student's preference or inclination for specific teachers, the time should be extended. If the issue is more serious, the teacher might only receive a short warning before losing the class. All complaints must be sent digitally, and will be saved by both the director and head teacher.

Procedure:

Step 1: Students will notify their counselors in writing regarding concerns or complaints.

Step 2: Counselors will notify head teacher with details regarding student complaint(s).

Result: Head Teacher will talk with teacher and attempt to resolve the issue.

Step 3: If complaints continue past this week, counsellors will follow-up with a second email detailing the issue.

Result: Head teacher will have a much more serious talk with the teacher (including the director if deemed necessary) and attempt to solve the issue once again.

Step 4: If the issue persists past the second week after the meeting with the head teacher, it is now possible the teacher will lose their position.

*Should the student feel their issue was not solved by RCIIS, they can contact Language Canada directly: <https://www.languagescanada.ca/en/>

