Gifted Minds International School
Empower students to become global citizens

Date Received: .....
(stamped by Admissions Office)

Received by: .....

Gifted Minds International School
Landtong 18
1186 GP Amstelveen, The Netherlands
Tel: +31 (0)20-822-1365 / +31 (0)20-822-1390
http://www.giftedmindsinternationalschool.com
E-mail: enquiry@giftedmindsinternationalschool.com

FORMAL COMPLAINT FORM

(updated as at 10th September 2014)

Gifted Minds International School (GMIS) views feedback and inputs from our customers seriously. GMIS is committed to continually improve our standards and constructively handle any complaints so that reasonable corrective actions can be applied to avoid recurrence of similar situations in the future.

Most complaints should be resolved as close to the origin of the complaint as possible.

If however, the complaint has not been resolves satisfactorily, or the matter is particularly serious and confidential, please feel free to complete this form (attached with supporting documents, if applicable) for submission to the Manager.

Privacy and confidentiality will be maintained.

We aim to respond to your formal complaint within 5 working days.

Date of submission: _____

Name: _____

Contact details: _____ (home) _____ (mobile) _____ (office)

Email: _____

Relationship with GMIS

◯ Parent. Child's Name: _____ Class: _____

◯ Others. Please indicate: _____

Details of complaint

_____
_____
_____
_____
_____
_____
_____

Prior complaint resolution:
(please include name of employees and actions taken to resolve the complaints)

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Proposed resolution:

(how do you propose to resolve the complaint to your satisfaction?)

Submitted by: **Date:**

_____ _____

Print name and sign

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FOR OFFICIAL USE

Resolution by the Principal:

Resolution accepted by complainant? ◯ Yes ◯ No

Date of complaint closure: _____

Confirmed by Principal: **Date:**

_____ _____

Print name and sign

Checklist:

◯ Update complaint monitoring records

◯ Ensure proper record maintenance