



COMMUNICATION PROTOCOL

There will be times when parents or students may want to give feedback regarding discipline, education, college management, ethos or individual staff members of the College. We welcome the opportunity to discuss concerns or compliments as it is always viewed as a positive and constructive way of making the College a better environment for quality education.

Somerset College has a protocol for communication. The protocol requires that students and parents should follow the path of taking their feedback firstly to the staff member involved. If they feel that their concerns have not been dealt with satisfactorily then they should take the matter up with that staff member's supervisor; for example, Heads of House and/or Department, Heads of Senior and Junior Schools, Deputy Headmaster, etc.

If the matter has not been resolved at that level then it is proper to follow the chain of command within the College and take the complaint through to the Headmaster.

As a last resort, complainants who feel no satisfaction from the process and think that their concerns are of such gravity and importance, should know that they can write to the College Board to air their concerns. Such communication is addressed to the Chair of the College Board, care of the Headmaster.

It is reasonable to say that any correspondence or contact that comes before the Board in the nature of a complaint which is innuendo, gossip, malicious hearsay or anonymous will not be dealt with by the Board, *except where the complaint involves allegations of sexual abuse*.

The principle of accountability and transparency is at the heart of our Communication Protocol and Somerset College seeks to promote the best in education and openly encourages students and parents to contribute to the process of making our College a better environment for learning.