

What to do if I have a complaint or a suggestion



I have a **complaint**, a **problem**, or a **suggestion**.

Who do I address the matter to?

The appropriate Teacher or Staff member who is closest to the issue.

Problem Resolved/
Suggestion Delivered

Who do I address the matter to if I'm not satisfied with the action taken so far?

The Head of School
(Primary School, Middle School or Senior School)

Problem Resolved/
Suggestion Delivered

Who do I address the matter to if I'm not satisfied with the action taken so far?

Principal

Problem Resolved/
Suggestion Delivered

Who do I address the matter to if I'm not satisfied with the action taken so far?

The Chair of the FCC Board.

Problem Resolved/
Suggestion Delivered

Who do I address the matter to if I'm not satisfied with the action taken so far?

An independent arbitrator