

International School Groningen - complaints procedure

Introduction

This document outlines the complaints procedure of the international school Groningen should there be concern over the policy or procedure of the international school or any matters concerning the staff of the school.

Procedure

The staff and leadership at the international school Groningen will endeavour to minimise complaints. If you do, however, have a complaint, you can expect the school to deal with it swiftly and professionally. Your first port of call will always be your child's teacher, followed by the deputy head (MYP) or deputy head (DP), and, as necessary, the Head of School.

Meetings with these staff members can be arranged via the school secretary, is@maartens.nl / +31 050 5340084.

Should this fail to resolve your concerns please contact the Rector of the Maartenscollege, via his secretary, j.reitsema@maartens.nl or +31 050 5375200.

The Rector of the Maartenscollege has overall responsibility for all procedure and policy of the Maartenscollege and the international school Groningen.

Maartenscollege and the international school Groningen falls under the management of the Stichting Carmelcollege. The governing body has a formal external complaint procedure and committee. The formal complaint procedure (2003) for the Stichting Carmelcollege can be found [here](#) (in Dutch).

Further contact with the Stichting can be made via info@carmel.nl or 074 2455555

For students and staff who feel that the behaviour of other staff is in anyway unacceptable there is an internal trust procedure where any matter can be discussed in total confidence with a designated advisor (vertrouwenspersoon). The contact details of this person can be obtained directly from the school (info@maartens.nl).

For staff, there is also an external trust procedure managed by the Stichting. Further information can be obtained via 053 7504348 or vertrouwenspersoon.noordoost@humancapitalcare.nl.

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International School Groningen
is part of [Maartenscollege](#)
and is an
IB World School

