

INTERNATIONAL SCHOOL
RIJNLANDS LYCEUM OEGSTGEEST

Complaints Procedure

May 2024

Complaints Procedure

We are committed to providing good education and a pleasant school climate. If, despite our best efforts, things do not go as expected, you can discuss this with us.

Our policy is that you should first discuss the problem with the person(s) directly involved and, if this does not lead to a solution, with the teacher/mentor or the deputy head.

If that contact does not lead to a solution, you can turn to the principal. The principal will hear the parties directly involved and together with them, try to find a solution.

If you feel that the problem cannot be solved at the school, you can file a complaint to the Executive Board of the Stichting Het Rijnlands Lyceum or to the Landelijke Klachtencommissie Onderwijs (LKC, National Education Complaints Committee).

The complete complaints procedure and an explanation of how the procedure works can be found on the website of the Stichting Het Rijnlands Lyceum ([Complaints procedure | Stichting Het Rijnlands Lyceum](#))