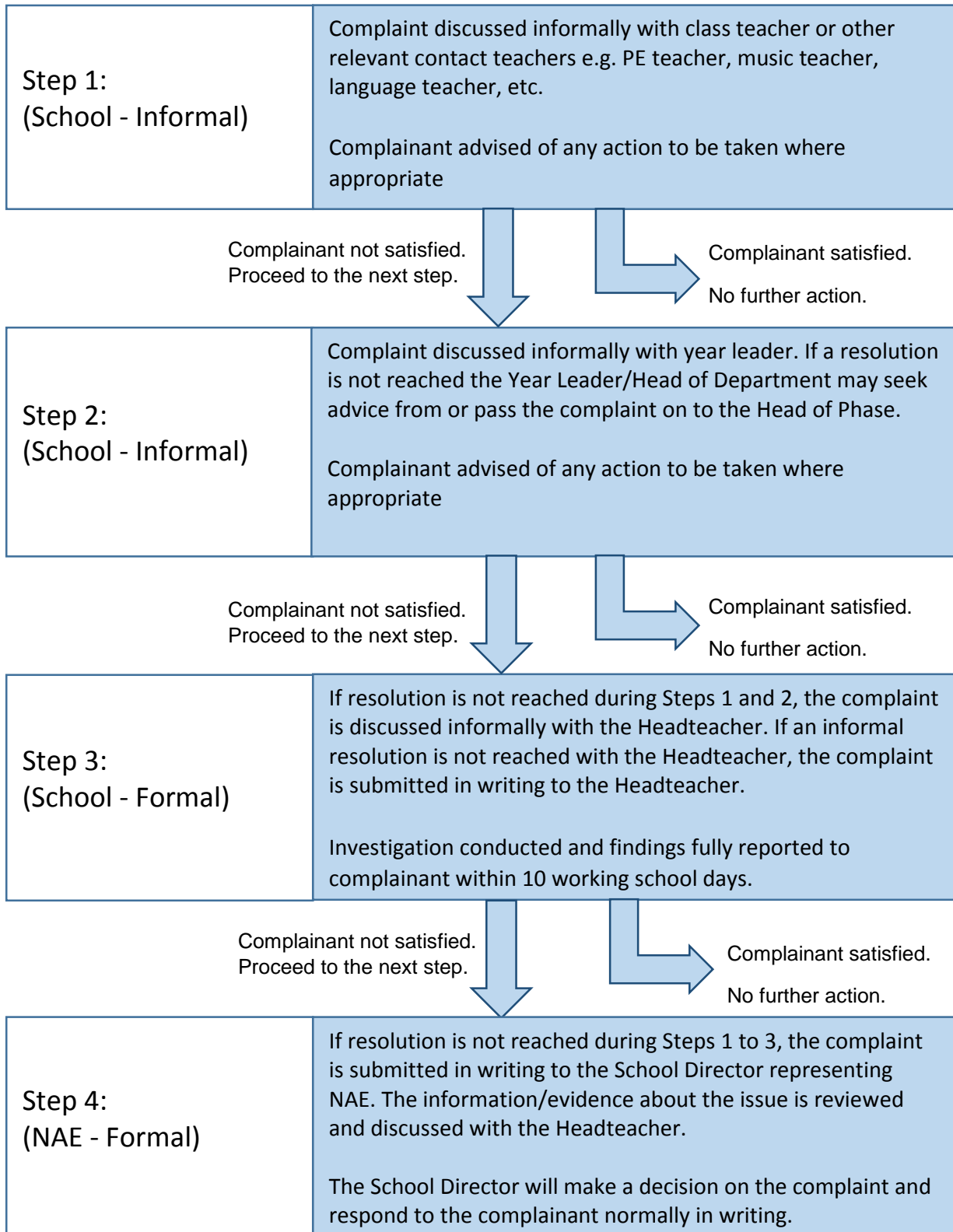




## St. Andrews International School Bangkok Complaints Procedure



**\* If the complainant has initially discussed the complaint with a member of the office staff in person, by phone or by email, this is automatically forwarded to the Headteacher, who will determine which step this should be passed onto.**

**\*\* If it is inappropriate to do otherwise, complaints may begin at later steps.**