



Marina International School

P.O. Box 717
BANJUL
The Gambia
FARIMANG SINGATEH ROAD
BAKAU NEW TOWN

How do I report a concern?

What to do first (Step 1):

Speaking with your child's teacher can resolve most of our parental/student concerns. The teacher will make every effort to resolve the concern informally. We must understand your concern and support your child in a safe and caring environment. **Your first contact should always be your child's teacher if you have academic or social concerns.** Please email or contact your teacher with your concern. Your teacher may require meeting you as they work through your concerns. Our experience is your teacher will have the tools and strategies to support your child. **Your teacher will always be your first point of contact.**

What to do next (Step 2):

If the concerns are not improving and you are not satisfied with the teacher's response or direction, we recommend contacting the teacher again and informing our Head of Pastoral through email (c.c)(High School: highschooldeputypastoral@mis.edu.gm OR Junior School: juniorschooldeputypastoral@mis.edu.gm or phone call. The teacher or administrative team member will contact you to arrange a meeting to discuss your concerns. This will provide all parties with an opportunity to understand the concerns, review ongoing strategies, and provide additional strategies to bring your concerns to a resolution. You may have another family member or friend with you during all meetings with our school.

What to do next if still concerned (Step 3):

If the concern continues after the teacher and Heads of School interventions, please contact the Director (director@mis.edu.gm). The Director will require a meeting to discuss your ongoing concerns. You may have another family member or friend with you during all meetings with our school, and a translator will be provided for those that require it. The Director may request other educators (Heads, Classroom Teacher, etc.) as required to support the concerns of the family and child during any meeting.

A collaborative restorative justice approach will always be our guide. Conversations will always be respectful and caring, with the child's best interest as our guide. We will continue to recommend changes where required. Our goal is for your child to feel safe in a supportive environment where they can learn to their potential.

All complaints that cannot be resolved will be directed to The Board.

All teachers' emails can be found on our website: mis.edu.gm