



RĪGAS VALSTS 3. ĢIMNĀZIJA
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APPROVED

Riga State Gymnasium No. 3

Director **Andris Priekulis**

2 September, 2024

Procedure for Submitting and Reviewing Students' and Parents' Complaints

I. General Provisions

1. This Procedure defines the process by which a student and their legal representative may submit complaints and how these complaints are reviewed.
2. The purpose of the Procedure is to identify any infringement of the student's interests or any threat to their safety and to ensure that such issues are resolved.
3. Every pedagogical and technical staff member of the educational institution (hereinafter – the employee) is obliged to respond to any verbal or written report submitted by a student regarding a possible infringement of their interests or a threat to their safety, considering the student's needs and the circumstances of the situation.

II. Review of Students' Complaints

4. All information obtained by an employee while reviewing a student's complaint is confidential, and any data that could harm the student's development or psychological well-being may not be disclosed.
5. Students, parents, or legal representatives of Riga State Gymnasium No. 3 have the right to:
 - 5.1. Submit a justified verbal, written, or electronic complaint and receive a substantive response in accordance with this Procedure.
 - 5.2. Be heard and express their opinion.
6. A written or electronic complaint must include the complainant's name, surname, class, and signature. If these requirements are not met, the school has the right not to review the complaint.
7. Complaints regarding any infringement or threat to a student's interests may be submitted verbally, in writing, or electronically (via e-class or email) to the class teacher, school director, deputy directors, secretary, support staff, or subject teacher.

8. For faster and more effective review, the complaint should be submitted to the employee whose competence covers the specific matter.

9. Duties of the employee who receives the complaint:

9.1. Provide immediate assistance if the complaint requires urgent action (e.g., the student is unsafe).

9.2. After urgent measures, inform the school director or their substitute.

9.3. Inform the student's parents or legal representative within three working days and register the case in the e-class section "Individual Conversations".

10. The director reviews the complaint personally, appoints a responsible employee, or establishes a commission to review it.

11. The complaint is registered in the e-class system, and one of the following decisions is made:

11.1. Within 7 days: forward the complaint to another competent institution if it falls outside the school's competence.

11.2. Within 15 days: respond if no additional investigation is needed.

11.3. Within 30 days: respond if additional investigation or information is required (the complainant must be informed).

12. Responses to collective complaints must be sent to the student who signed the complaint first.

13. Complaints related to violations of a student's rights must be reviewed immediately.

III. Final Provisions

14. Amendments to the Procedure may be proposed by the Student Council, Pedagogical Council, Gymnasium Council, the director, or the school's founder.

15. The Procedure is published on the school's website: www.r3g.lv

16. Employees are introduced to the Procedure when starting employment at the school.

17. Students are introduced to the Procedure at the beginning of each school year by the class teacher, and the student confirms this with a signature.

18. Parents or legal representatives are informed about the Procedure at the first parent meeting of the school year.

Approved at the meeting of

the Pedagogical Council of Riga State Gymnasium No. 3

30 August 2024