



Communication policy of the European School of Mol

All members of school community have the right to enjoy of effective, respectful, and smooth communication at all time.

In all major situations, concerns can be resolved through a dialogue, an explanation. The common sense and a professional attitude are the basis of positive communication.

1. In any case of a worry, the first person to be contacted is the person concerned.
2. If the problem persists after this first meeting, a meeting can be organised between the Deputy Director and the persons concerned. A third party may be invited to the meeting.
3. A follow up meeting between the Deputy Director and all persons concerned can be called.
4. In case this does not help to solve the problem, the Director of the school is invited to intervene.

Please note:

The European School will not investigate anonymous complaints.

The European School will only investigate complaints if these are presented in a constructive manner.

The person, against whom the complaint is being made, will be informed about the situation until it is resolved.