

# COMPLAINT AND FEEDBACK REPORTING MECHANISM

Output indicator

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## Indicator Phrasing

**English:** number or % of target schools with an established mechanism for reporting a violation of the Teacher's Code of Conduct

**French:** nombre ou % d'écoles cibles ayant un mécanisme établi pour signaler une violation du Code de Conduite de l'Enseignant

**Portuguese:** número ou % de escolas-alvo com um mecanismo estabelecido para reportar violações ao Código de Conduta dos Professores

**Czech:** počet nebo % podpořených škol, které mají systém pro oznamování případů porušení Kodexu učitele

## What is its purpose?

The indicator assesses the proportion of schools that have a clearly described and functioning complaint and feedback reporting mechanism that is well promoted among all stakeholders, i.e. students, teachers, other school staff, school administrators, parents, community members and education authorities.

## How to Collect and Analyse the Required Data

Determine the indicator's value by using the following methodology:

1) **Define the main features** of an effective Complaint and Feedback Response Mechanism (CFRM). **Set the minimum number** of CFRM features a school needs to meet in order to be considered as having "an established mechanism for reporting a violation of the Teacher's Code of Conduct".

2) **Conduct interviews with key informants** (such as teachers, school management, parents, children) assessing whether the target schools meet the minimum number of CFRM features. Examples of relevant questions include:

> *Is there any complaint mechanism in the school for reporting cases of breaches of the teacher's Code of Conduct or other child protection issues?*

> *If yes, what cases should be reported? What is the reporting procedure? To whom do you report? Who should report?*

3) **Calculate the indicator's value** by counting the number of schools having an established mechanism for reporting a violation of the Teacher's Code of Conduct by the total number of assessed schools and multiplying the number by 100.

## Important Comments

1) **Teacher's code of conduct** is a statement of principles, rules and values that establishes a set of expectations and standards for how individuals in a school will behave in an ethical way, including minimal levels of compliance and disciplinary actions (see example below). The code of conduct should always be contextualized to the local situation.

## Access Additional Guidance

- PIN (2015) [Example of Code of Conduct for Teachers](#)