



## Complaints Policy

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*Developing a diverse community of global learners*

## **Purpose**

We believe that our school provides a quality education for all our students, and that the management and other staff members work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place to deal with complaints by parents in order to maintain a positive school environment. This policy sets out the procedure to be followed in such cases.

## **Aims and objectives**

Our school aims to be fair, open, and honest when dealing with any parent complaint. We consider all complaints carefully and deal with them as swiftly as possible. We aim to resolve complaints through dialogue and mutual understanding and, in all cases, and we put the interests of the child above all other issues. We provide sufficient opportunities for complaints to be fully ventilated and satisfactorily resolved.

## **The Complaints Process**

### **Informal Complaints**

#### **How to share a concern**

If a parent is concerned about anything related to the education that we are providing at our school, they should, in the first instance, discuss the matter with the relevant Homeroom or Subject Teacher. This can be achieved by:

- Email
- Telephone via school reception

It is essential that parents contact the relevant Homeroom / Subject teacher in the first instance for an informal discussion of the matter.

Parents should not escalate their concern to the Senior Leadership Team in the first instance. Staff or parents may escalate their concerns only if the matter is not satisfactorily resolved by the relevant Homeroom / Subject teacher.

Should the problem not be resolved at the teacher level, then the matter may be escalated to the relevant Head of School.

If matter still remains unresolved, then the matter may be escalated to the Vice Principal or Principal.

If the complaint is about the Principal, then this must be directed to the School Board via the school.

We strive to respond to all complaints within 2 working days of a complaint being lodged.

#### **If a complaint is administrative in nature and does not concern education:**

The complaint must be lodged with the person responsible for that administrative department by telephone, by email or through an appointment in person. The school reception will advise parents who that responsible person is.

### What to do if the matter is not resolved through informal discussion

Where a parent feels that a complaint has not been satisfactorily resolved through contact with the Homeroom/Subject Teacher, or that their concern is of a sufficiently serious nature, they should call or make an appointment to discuss it with the Head of School in person. The Head of School considers all such complaints seriously and investigates each case thoroughly before taking any resolute action.

### **Formal Complaints**

Where a parent feels that a situation has not been resolved through contact with the Head of School they may then seek an appointment with the relevant Vice Principal or Principal. All matters addressed to the Principals will be confidential. All such matters will be investigated and the School Board will also be informed of the complaint and the resolution.

### How to take a complaint further

Only if a formal complaint made to the Principal fails to resolve a complaint should a complaint be made to the Board. This complaint should be made in writing, or by email, stating the nature of the complaint and how the school has handled it so far. The parent should send this written/emailed complaint to the Board. The Board will review the complaint and check that it has first gone through the correct channels before addressing any such complaint themselves.

The School Board will consider all written complaints in a timely manner. They will arrange a meeting to discuss the complaint and invite the person making it to attend a meeting, so that he/she can explain his/her complaint in more detail. The school gives the complainant at least three days' notice of such meetings. These meetings will be convened and attended by a panel appointed by or on behalf of the Board. The parent attending can be accompanied by a third party at a panel meeting if they so wish.

After hearing all parties, the Board will consider their decision and inform the parent/s about it in writing or by email. The Board will do all they can at this stage to resolve the complaint to the parent's satisfaction.

The School Board will ensure that the panel makes findings and recommendations and stipulates that a copy of those findings and recommendations is provided to the complainant and, where relevant, the person complained about. These findings shall be made available for inspection at the school premises by the School Board and the Principal.

The panel also provides for a written record to be kept of all complaints that are made and any action taken by the school as a result of those complaints (regardless of whether they are upheld). The school also ensures that correspondence, statements and records relating to individual complaints are to be kept confidential except where local legal requirements permit access.

### Right of appeal

Where a decision made at Board level following a panel meeting remains unsatisfactory then parents have the right to appeal the decision.

Such appeals will be heard within 7 days of the decision being communicated and will allow parents to present their reasons for appealing the decision including any new evidence that may have come to light. Should no new evidence be presented which could alter the decision of the Board, the decision will remain in force.

A decision regarding the appeal will be confirmed in writing to parents within 3 days of the appeal process.

### Monitoring and review

The Board monitors the complaints procedure, in order to ensure that all complaints are handled properly. This policy is made available to all parents via the school website, so that they can be properly informed about the complaints process.

This policy shall be reviewed and updated on an annual basis.