



Complaints Policy

Review Date: May 2017

Summary of the policy:

The British International School's complaints policy includes four levels of complaints procedure and guidance:-

- Level 1 – note in communication book to class teacher.
- Level 2 – appointment with the class teacher (either face to face meeting or telephone conversation)
- Level 3-appointment with the Head of Key Stage.
- Level 4a – formal letter of complaint to the Principal.
- Level 4b - appointment with Head of School and Head of Key Stage.

Procedure for handling concerns and complaints at The British International School.

Each level offers the opportunity for concerns and complaints to be resolved as quickly as possible.

Level 1

Parents or guardians should in the first instance write a note to the class teacher in the communication book. It is best to resolve issues at this point.

Guidance on level 1

- Complaints should initially be dealt with via the communication book if appropriate.
- Class teachers should write a response the same day as receiving a complaint. If further investigation is required then the class teacher will inform the parents of this. A more detailed reply will then be given at a later date once all the facts have been gathered.
- If the complaint is about a specialist teacher or an incident that occurred during a specialist lesson then that teacher should write in the communication book.
- Complaints received via bus supervisors or TA's will not be dealt with. Parents will be informed that they must write to the class teacher.

Level 2

If the complaint cannot be resolved via the communication book then an appointment must be set with the parent. This applies to both class teachers and specialist teachers.

Guidance on level 2

- The class teacher should set an appointment to discuss the complaint as quickly as possible.
- It is important that the parents realise that the class teachers are busy and it may not be possible to arrange an immediate appointment.

- Teachers should not meet with parents who arrive at reception and ask for an immediate appointment.
- Appointments will be arranged at a convenient time via the communication book.
- Telephone conversations or face to face meetings should be written up using the correct form. These forms can be found in the information pack and on the common area.
- One copy of this form must be given to the Head of Key Stage and one copy must be placed in the child's file.

Level 3

Parents or guardians who are unsatisfied with the result of their meeting with the class or specialist teacher should ask for an appointment with the appropriate Head of Key Stage.

Guidance on level 3

- It is always best to resolve issues informally at the earliest possible time. If, however, the parent or guardian is unsatisfied after meeting with both the class teacher and Head of Key Stage then they can ask for an appointment to meet with the Principal.
- The Principal will review previous meetings and decided if a meeting is necessary.

Level 4

An issue that cannot be resolved by the informal levels 1-3 can now become an official complaint. Parents have the option of following Levels 4 a or b. In consideration of future home/school relationships everyone concerned will need to negotiate an agreement and concentrate on finding a resolution to the issue. If a resolution cannot be found, the parents will be given the option of removing their child from school.

Guidance for level 4

Level 4a:

- Parents or guardians must write an official letter of complaint to the Principal.
- The letter must clearly state the issues that have been previously discussed during levels 1-3.
- The letter must also state why they consider the complaint unresolved.
- The Principal will acknowledge the complaint immediately, consider the complaint and discuss a resolution to the complaint.
- The Principal will respond to the complaint within one week of receipt of the letter.

Level 4b:

- Parents must request an appointment with the Principal via the communication book.
- The Principal will consider the appointment and decide if a meeting should be held.
- The class teacher will help set a meeting between the parent and Principal.

Complaints or concerns specifically about the Head of Key Stage or Head of School

The decisions that the Principal or Head of Key Stage has made as a result of a level 3 or 4 complaint does not become a complaint about said teacher.

If the complaint is about the Head of Key Stage or Principal that cannot be resolved then the Director of Schools may need to be involved.

Exemptions to the above complaint procedure

If the parent has a serious complaint such as allegations of abuse, assault or neglect then they can move straight to a level 3 or 4 complaint. Any complaints concerning the conduct of school staff will be handled in accordance with the schools internal disciplinary procedures. The details of such an investigation will remain confidential.

Racial Equality & Equal Opportunities

All staff and children have equal right to work and learn at the British International School regardless of their age, gender, race, religion or orientation. Complaints made by parents or guardians relating to any of these issues will be disregarded.