

Complaints Procedure

In line with the spirit of the St. George's School Association statutes, pupils, parents and staff are encouraged to complain if they feel a sense of grievance. There are a number of avenues for complaint: they are urged to contact the Principal directly, simply by making an appointment to see him. Alternative avenues of complaint lie with the Deputy Heads or Heads of Junior Schools; Year Heads/Coordinators; Tutors/Classroom teachers; the School Council; any member of staff that a child/parent feels comfortable with. It is important, however, to ask such a person to relay the complaint to the Principal. Although the Principal cannot undertake to respect anonymity until he knows the issue, he does promise anonymity if at all possible.

Complaints may take the form of an informal approach, via E-mail, telephone or a personal meeting. People making complaints are encouraged to do so informally in the first instance. However, formal written complaints to the Principal are accepted at any point in the process, and people are encouraged to write a formal complaint if they are unsatisfied with the informal process.

In the event that the complaint is against the Principal himself, pupils/parents/staff are urged to contact the Deputy Heads or Heads of Junior Schools, or to the Chairman of Governors (SRL), who will relay the complaint to the Principal as anonymously as possible. Formal written complaints about the Principal should be addressed to the Chairman of Governors (SRL), c/o the school.

The school will keep a written record of all complaints and correspondence, and how such complaints are resolved. The school recognises that this record is confidential. Access may be necessary under Italian law and if requested by a School Inspection body.

The Chairman of Governors (SRL) should formally inform the Association's Board of Governors if he has cause to trigger an Appeals Panel hearing.

Formal Procedure

1. The complaint is heard by an appropriate member of staff who will aim to resolve the complaint within 24 hours of receiving it. When this is not possible the complainant will be informed of any action being taken. All complaints should normally be resolved within three working days following receipt.
2. Where matters remain unresolved above, a formal complaint should be put in writing and forwarded to the Principal. This should set out in detail the matter of the complaint. The Principal will respond in writing within seven working days of receipt of the written notice and where necessary arrange a meeting with the complainant to inform the response.
3. Where complaints are unresolved by the Principal, a formal written notice of the complaint should be sent to the Chairman of Governors (SRL). The Chairman will give advice to the complainant and attempt to resolve the issue with the Principal. Experience suggests that most if not all complaints are resolved in this manner.
4. If the complaint remains unresolved this will trigger the governing body Appeals Panel, which will investigate the complaint and make a judgement which is binding on the Principal. The Appeals Panel comprises one SRL Director, one Association Governor and one person appointed by the Chairman of the SRL who is not directly associated with the school. The three appointees will not have been involved or associated with the earlier decision. If the Appeals Panel decides to hold a hearing, the complainant(s) will present their case. They are welcome to bring a friend/advisor/lawyer to the hearing. Likewise, the Principal will present the school's case. The Appeals Panel will then adjourn, and will present their decision (which is binding on the Principal), in writing (by email or letter) within 14 days of the hearing to the complainant, the SRL and Association Board, the Principal and, if relevant, the person complained about.

This policy will be reviewed and updated annually by the Principal.