



1. Rationale

St George's British International School prides itself on the quality of the teaching and pastoral care provided to its pupils. If parents do have a concern or complaint, they can expect it to be treated by the School in accordance with this procedure.

2. Principles

This statement applies to all concerns and complaints from parents other than those relating to Child Protection issues. Child Protection issues are considered in a separate document (see **Child Protection and Safeguarding Policy**).

3. Aims

This policy aims to ensure that a concern or a complaint by a parent is considered sympathetically, efficiently and resolved as early as is possible. This helps to promote parent and pupil confidence in the Schools ability to safeguard and promote fair treatment. The procedure also provides information to senior leaders in school so that services can be improved further.

4. Stage 1 : Informal Complaint

4.1 It is hoped that most concerns and difficulties will be resolved quickly and **informally**. If parents have a concern they should normally contact their child's class teacher, form tutor or subject teacher, depending on whether the complaint is pastoral or academic (Senior school) in nature. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.

4.2 If this is not the case, it may be necessary for the parent to consult the Phase coordinator (Junior School), Head of Year or Head of Department. If this does not resolve the issue the relevant Headteacher can be contacted.

4.3 When it is not possible to resolve the issue in 24 hours, the complainant will be informed of any action being taken. All complaints should **normally** be resolved within 3 working days following receipt.

4.4 The teacher or a line manager contacted as above, should make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 days or in the event that the teacher and/ or Phase Coordinator/ HOY/HOD/ Headteacher and the parent fail to reach a satisfactory conclusion then parents will be advised to proceed to Stage 2.

5. Stage 2 : Referral to the Principal

5.1 Where complaints are unresolved at an earlier stage, a formal written notice of the complaint should be sent to the Principal (or Vice Principal in his absence). The Principal will give advice to the complainant and attempt to resolve the issue within 3 working days.

5.2 The Principal will keep written records of all meetings and interviews held in relation to the complaint.

5.3 When, as far as is practicable, all of the relevant facts have been established, a decision will be made and parents informed of this decision in writing, including reasons as appropriate.



5.4 This written response to the complaint will be made within 10 working days, or less where possible.

5.5 If parents are still not satisfied with the decision, they should proceed to the next stage of this procedure, by writing to the Chair of Governors.

6 Stage 3 : Referral to the Governing Body

6.1 If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they should write formally and confidentially to the Chair of Governors. The Chair of Governors will acknowledge the complaint within 3 days of receipt, and will convene a Complaints Panel from at least two school governors not directly involved in the matters detailed in the complaint and one member independent of the panel and the management of the School to investigate the complaint.

6.2 The matter will then be referred to the Complaints Panel for consideration. The Chair on behalf of the Panel will then schedule a hearing to take place as soon as practicable and normally within 5 days.

6.3 If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 3 days prior to the hearing. The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

6.4 If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.

6.5 Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will normally reach a decision and may make recommendations, which it shall complete within 10 working days of the hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the Head of School, the Governors and, where relevant, the person complained of.

6.6 In exceptional circumstances, as the Panel sees fit, it shall refer the matter to a meeting of the full Governing Body, which will be convened within 2 weeks of the Panel's decision to do this.

The decision of the Panel or the full Governing Body will be final.

Records of formal complaints will be kept for 3 years.

Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.



6.7 Correspondence statements and records of complaints have to be kept confidential, except in cases where local legal requirements permit access or enable restriction by local authorities

7. Success Criteria

7.1 All complaints to the school are dealt with according to the time scales set out in this procedure

7.2 The vast majority of complaints to the school are dealt with at Stage 1.

This policy will be annually reviewed; last review November 2018



Appendix Formal Complaints Form

St George's British <i>International</i> School Formal Complaints Form	
Name of complainant:	
Address:	
Telephone/mobile number:	
Date of complaint:	
Describe in detail and accurately the nature of complaint:	
Give the name(s) of the person you first reported the complaint to:	
Describe what actions have already been taken to resolve your complaint:	
Describe what further actions can be taken to deal effectively with your complaint:	
Describe what measures can be taken to avoid a repeat of your complaint:	
Signature of the complainant:	
Date:	
Complainant recorded by:	
Date:	