

British Overseas School Policy: Complaints



A. Introduction

The British Overseas School aims for all students to be:

- ambitious and responsible
- confident and articulate
- caring and tolerant
- creative and able to show initiative
- enthusiastic and inquisitive

The School's Complaints Policy is designed to help the School and its students achieve these aims it is based on co-operation between the school and its stakeholders.

B. The Aim of the Policy

The Aim of the Complaints Policy of the British Overseas School is to provide a blueprint for the development of a positive and co-operative partnership between the School and its stakeholders. By doing so, we believe we will all have a better opportunity to fulfil our potential and to develop our personal, social and physical well-being.

C. Complaints Policy

We recognise that dealing with complaints is a process and as such requires individuals to listen as well as to speak; to understand as well as to hear and to feedback responses and questions as part of the dialogue. The School's Complaints policy is an attempt to integrate these ideas.

D. Parent Complaints

The following procedure is designed to allow all parents of children in the British Overseas School to express concerns to the School in a manner that ensures fairness and integrity for all concerned. It is felt that this procedure will provide the quickest possible solution to most problems.

In addition to giving parents an opportunity to voice their grievances and to allow their full consideration by the School, the procedure is also designed to give everyone a period for 'cooling off' and thorough reflection on the issue. Nevertheless, it is the School's policy to seek a speedy solution to problems.

It is the School's policy to investigate complaints efficiently, thoroughly and with transparency.

E. Complaints Procedure:

- a) Complaints should be made by the person concerned, not on behalf of anyone else. The School will refuse to investigate complaints that are based on hearsay, gossip or rumour. Anonymous complaints will not be heard.
- b) If parents have a complaint or a matter of concern regarding a specific subject or with a particular teacher, they are advised in the first instance to try to sort the matter out by speaking with the class teacher (primary) or form tutor (secondary) - appointments can be made via the appropriate school administrator.

If the issue can be dealt with by email, the teacher concerned should report back in a timely manner, within two working days of receipt of the initial email. Reasons for a longer delay will be provided.

Where an appointment is called for one will be made also within two working days of the complaint being received.

- c) If they are unable to do this, or if such action has not resolved the matter, or if the concern is of a non-specific nature, parents should bring the matter to the attention of the appropriate Head of School – as a formal complaint.
- d) A formal complaint should be made to the school, in writing, either by letter or by email. A written complaint will be acknowledged on the day that it is received (or the following day when received out of school hours).
- e) The appropriate Head will record the complaint on the day it is received. They will advise the parents when they should expect the school's response, which will be within three working days of receipt of the formal complaint.
- f) During the investigation, the Head will talk to all parties concerned regarding the complaint and come to a decision about the action required. Under normal circumstances this will be within three days of the receipt of the complaint.
- g) In the event that parents are not satisfied with the course of action proposed, they can take their complaint to the Principal. At this stage the complaint should be in writing if

this is not already the case. An appointment with the Principal will be made within two working days.

- h) The Principal will further investigate the issue and come to a decision. Ideally, parents will be informed of the Principal's decision within two working days. Where an investigation takes longer, parents will be kept informed of progress.
- i) All parties will be informed of this decision and a written record of the matter will be filed.
- j) If the parents are dissatisfied with the outcome, they can make an appeal to the Board, in writing, addressed to the Chair of the Board, % The British Overseas School.
- k) In such a case, the letter to the Chair will be acknowledged within two working days its receipt.
- l) The complaint will be investigated by the Board, or a committee appointed to do so on its behalf. In either case, any Board Member associated with the case will be bound (by its Conflict of Interest and Related Parties policies) to remove themselves from consideration of the issue.
- m) For the purposes of this case, the Principal will remove themselves from the Board, or its appointed committee during consideration of the complaint.
- n) When the committee sits, the parent is allowed to attend as an observer. They may be accompanied if they wish.
- o) The Board Secretary will notify all parties of their decision. Under normal circumstances this will be within seven working days of receipt of the letter to the Chair. A confidential record of the complaint will be held by the school.
- p) The Board's decision is final.