

Policy 3.8 Parents' Complaints Procedure

1 Introduction

1.1 Panyathip British International School aims to provide the best possible education for all of its students. The School Leadership and Teachers work very hard to build positive relationships with all parents and carers. However, it is important that the school has procedures in place through which parents and carers can exercise their right to complain about matters of the school's policy or practice, if they have concerns which have not been resolved through the communication. This policy sets out the procedures which the school follows in such cases.

1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher as soon as possible.

We will always try to resolve any concerns quickly as this is in the best interests of the child. In the vast majority of such cases, issues can be resolved to the satisfaction of parents and carers without moving on to formal procedures.

2 Aims and objectives

2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We will provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

2.2 The aims of this policy are to:

- assure that all parents that we will consider all complaints seriously;
- set out how we will manage the complaints process;
- make clear the roles and responsibilities of staff in responding to any complaints;
- provide information to parents and carers if they wish to make a complaint.

3 The Complaints Process

3.1 STAGE 1

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way.

All teachers work very hard to ensure that each child is happy at school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

3.2 STAGE 2

Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the most appropriate senior leader.

The Senior Leader will consider any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage. The Senior Leader will record, in writing, the details of the complaint and the outcome in a Complaints' Log, using the official form.

The senior leaders in this case are Heads of Departments or Deputy Head Teachers.

3.3 STAGE 3

The campus Headteacher who may be approached informally by a parent or carer with a complaint about the school will always refer the parent back to the most relevant Campus Senior Leader if Stages 1 and 2 have not been completed. Only when such steps at Stages 1 and 2 have been followed and the parent remains dissatisfied should the complaint be taken forward to the campus Headteacher. There maybe strong reasons for the parent to come directly to the Head Teacher in the first instance and the relevant Head Teacher may consider whether to consider the complaint ot to pass the complaint back to stages 1 and/or 2.

Should any parents or carers have a complaint about their Campus Senior Leader, which cannot be resolved through discussion with him/her, then it may be appropriate to contact the campus Headteacher directly.

Once Stages 1 and 2 have been completed, the campus Headteacher will consider all complaints as quickly as possible. He/She will arrange a meeting to discuss the complaint, and will invite the parents making it to attend the meeting at a mutually agreeable time so that the complaint can be considered in more detail

After hearing the complaint and all the evidence, the campus Headteacher may need to discuss the matter with the Campus Senior Leader and Teachers concerned. Following this it may be necessary to meet with the parents again to discuss, and hopefully resolve, the matter quickly. Whilst evidence will always be reviewed to support decisions, the aim is always to conclude Stage as quickly as possible so that all those involved can move forward.

A record of the complaint at Stage 2 will be written by the campus Headteacher and recorded in the Complaints' Log using the official form.

3.4 Stage 4 - FINAL APPEAL

In the event that the complaint or concern has not been resolved, the parent or carer has the right to escalate their concerns to the CEO

3.5 The CEO will meet with the parents and invite any other PBIS Staff she wishes to be present to hear the complaint and evidence. The CEO may need to hear evidence from others after this meeting, after which she will inform parents of her findings. Whatever the outcome, this is the end of the process. A record of the complaint at tage 4 will be made and recorded in the Complaints' Log using the official form.

3.6 Parents who approach the CEO without going through the proper process will be referred to this policy and required to go through the Complaints' Process before the CEO will investigate their complaint.

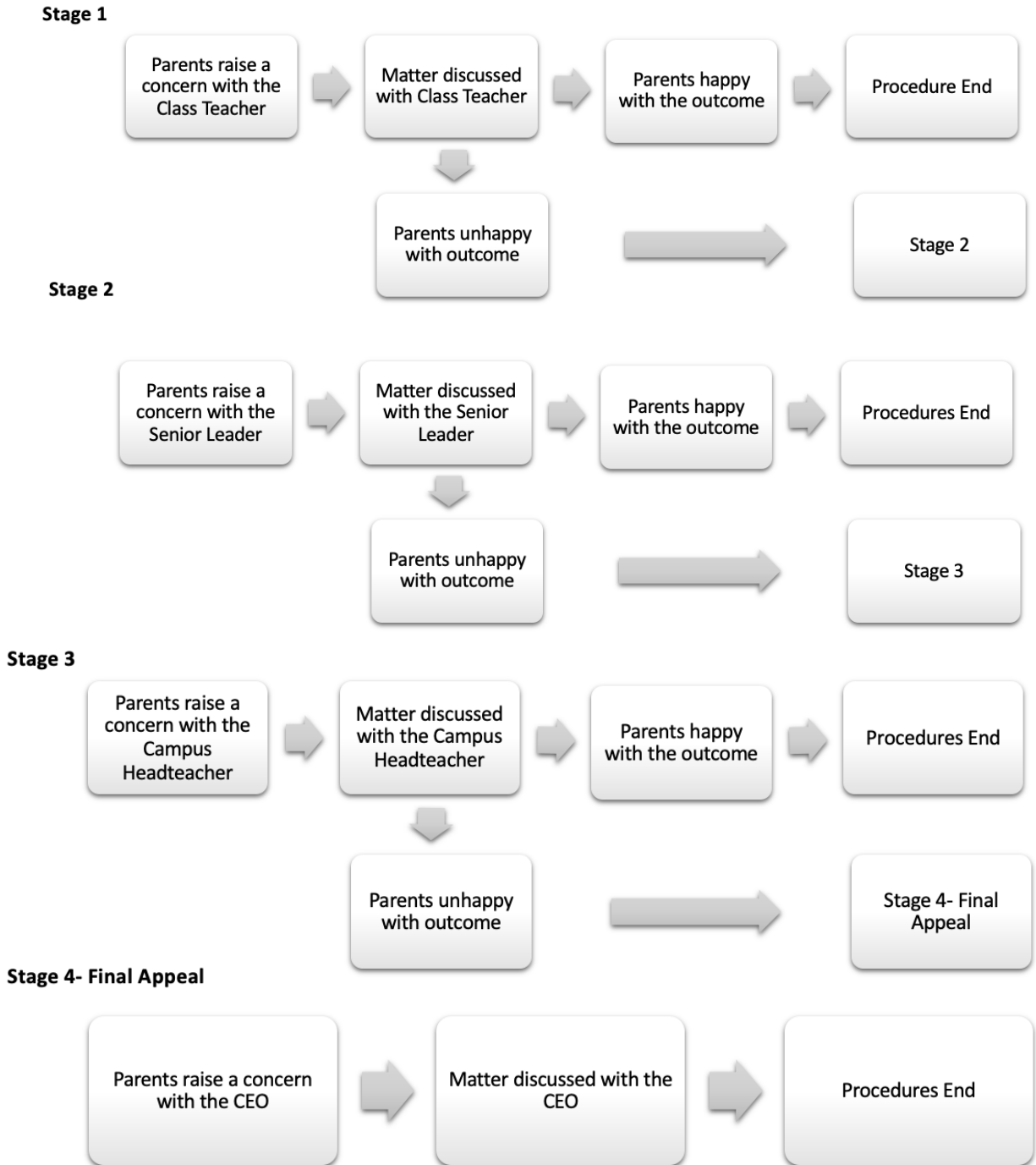
3.7 If a complaint is concerned about Child Safeguarding the matter will be referred to the Group Safeguarding Lead and the campus Designated Child Protection Officer who will follow the School's Safeguarding Procedures.

4 Monitoring and review

4.1 The CEO, campus Headteachers and Senior Leaders monitor the complaints procedure, in order to ensure that all complaints are handled properly. All complaints received by the school at Stage 2 onwards, are logged and must record how the the complaint was resolved. The School CEO will be informed by the campus Headteacher of complaints received at Stage 3

4.2 This policy is available on the school website and on display in the Admin Office so that parents can be properly informed about the complaints process.

Diagram of Complaints Procedures



COMPLAINTS' LOG

This form is to be used to record all Parent Complaints made at Stage 1, Stage 2 or the Final Appeal.

Complaint Stage <i>Insert the stage at which the complaint is being recorded</i>	
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From Completed by <i>This will usually be the campus Headteacher of the relevant Campus</i>	Date

Summary of the Complaint <i>Brief details of who has made the complaint, what the complaint concerned, what meetings or correspondence took place and any other relevant details. Use bullet points as appropriate.</i>

Action taken/Outcome (if known)

This should detail any action which has been taken (or will be taken), decisions made and whether or not the complainant seemed satisfied with the outcome.

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Attachments

If there are any attachments or additional evidence which are relevant to this matter list them here. If none - mark none.

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Signature of person completing this form

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Reviewed by

This will usually be the campus Headteacher/CEO

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Comments/Further Action

If none mark none

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Date

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The original hard copy of this document is to be sent to the campus Headteacher who will keep the Complaints' Log and follow up as necessary.