

Name of Policy:	Complaints Procedure (Parents)
Applicable to:	Whole School
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Contributors:	N/A
Approved on behalf of the ELT	January 2019
Effective date:	January 2019
Date of next review:	January 2021

Complaints Procedure

NCBIS Mission Statement

To provide a learning environment that supports academic achievement whilst promoting personal growth through the attributes of the IB Learner profile, within a caring international community committed to the traditional values of honesty, courtesy, respect, integrity and fair play.

Purpose and Scope of Policy

At NCBIS we recognise the importance of regular interaction between faculty and parents so that student learning and development can be supported consistently. In the circumstance that parents have a complaint, the school will treat it in accordance with this procedure.

1. Informal Resolution:

a. It is hoped that most complaints and concerns will be resolved quickly and informally. b. If parents have a complaint or concern they should, in the first instance, contact their son(s)/daughter(s) teacher. In most cases, the matter will be resolved. If the teacher cannot resolve the matter alone, it may be necessary for them to contact the Head of Department / Year Group Leader/Key Stage Coordinator or Deputy / Head of School.

c. Any complaint made directly to the Head of School or Principal will normally be referred to the relevant teacher.

d. Teachers and Deputy Heads of School (Pastoral) will keep anecdotal records of concerns and complaints on the date when they were received and reviewed. Most complaints will be resolved informally. In the case(s) when this does not happen, parents will be advised that they may follow a formal procedure.

2. Formal Resolution:

a. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the relevant Pastoral Deputy Head of School, who will decide, after considering the complaint, the appropriate course of action to take.

b. In most cases the Deputy Head of School will speak to the parents concerned, normally within three days of receiving the complaint, and will discuss the matter. If possible, a resolution will be reached at this stage.

c. The Deputy Head of School may need to carry out further investigations. d. The PA to the Principal will keep written records of all meetings and interviews held in relation to the complaint.

e. Once the Deputy Head of School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Deputy Head of School will also give reasons for the decision.

f. If parents are still not satisfied with the decision, they should proceed to address the issue to the

Head of School who will review the situation using the same procedure as the Deputy Head of School. If a resolution cannot be found, then this would be referred to the Principal. Alternatively, in matters of a serious nature such as suspensions and expulsions, the parents may request a formal Panel hearing.

3. Complaints Panel:

a. If parents seek to involve a panel (following a failure to reach an earlier resolution) they should submit a letter to the Principal stating that they wish to refer their case to a formal Complaints Panel. The Principal has been appointed by the Board to call hearings of the Complaints Panel.

b. The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three members of the Board of Directors and one person who is independent of the governance and management of the school. The panel will be appointed by the Chairperson.

c. 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 two days prior to the hearing.

d. 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.

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

f. Where the investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within five days of the hearing.

g. The Panel will write to the parents informing them of its decision and the reasons for it. The decisions of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the relevant Head of School, the Chairperson and where relevant the person complained of.

Record-keeping Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where any other legal obligation prevails.

- The recommendations and findings of the complaints procedure should be shared in the following ways:
 - Provided to the complainant and, where relevant, the person complained about
 - Available for inspection on the school premises by the proprietor and the headteacher
- A written record of all complaints that reach the formal stage should be kept, including:
 - Whether they were resolved following a formal procedure, or proceeded to a panel hearing
 - Action taken by the school as a result of those complaints

