

Parent Complaint Procedure

Purpose

The purpose of this policy is to provide clear policy and procedure for formal complaints to be made to the school by any member of the IBSB community to ensure that complaints are dealt with both professionally and efficiently.

Overview

At IBSB we believe that parent feedback is important. For this reason we encourage our parents to raise their concerns directly with the appropriate teacher, or a member of the Senior Leadership Team, if required.

We will always take concerns raised seriously, carry out a thorough investigation if needed, and reply to the parent or parents raising the concern within an acceptable period of time.

Parents should raise concerns or complaints with members of staff either in person, or in writing by email. We advise that for all email correspondence relating to concerns raised that slt@ibsb.ro are CCed in. All concerns raised will be logged in the Parent Complaint File for future reference.

We ask that all concerns raised or complaints made relate directly to a child of the parent making the complaint, and should be about matters relating to health and safety, student support and academic progress, or staff professionalism.

Formal Complaints

Stage 1

First stage complaints are made to the class/subject teacher by email, CCing in slt@ibsb.ro. Feedback (satisfactory solution) should be provided in writing within 24 hours. The relevant Head of School will log the complaint in the Parent Complaint Log, and discuss the complaint made with the relevant staff before a reply is sent to the person making the complaint.

Stage 2

If you have raised a concern with a class/subject teacher and you feel that the feedback is not satisfactory, please contact the Head of Primary/Secondary School directly as appropriate. Again, feedback should be given within 24 hours. The Head of School and Executive Director will be made aware of the complaint and the feedback.

Stage 3

If your concern has been raised with the Head of Primary/Secondary and you feel that the feedback is not satisfactory, please contact the Head of School (Deputy Head if Head of School is not available). Feedback should be given within 24 hours. The Executive Director will be made aware of the complaint and the feedback.

Stage 4

If you raised your concern with the Head of School or Deputy Head and you feel that the feedback is not satisfactory, please contact the Executive Director who is the representative of the Board. At this stage, your concern will be made available to the School Board.

All formal complaints should be made in writing (by email) to the appropriate person. All verbal and written complaints will be logged by the school SLT and appropriate feedback offered within 24 hours. Formal meetings should be agreed between the parent and the member of staff in order to better clarify the issue. The member of staff should ensure that the relevant line manager or Head of Primary/Secondary School is in attendance if necessary.

Stage 5

Where the complainants are not satisfied by the response made to the complaint resulting from Stage 4 a hearing shall be arranged before a panel appointed on behalf of the school proprietor.

Stage 1 – Formal Complaint to the class/subject teacher

- The class/subject teacher should acknowledge your complaint and inform the relevant Head of School in writing. The Head of PS/SS will record the complaint in writing
- An opportunity to meet and discuss the complaint should be given to the parent. In this case the meeting will be recorded and the log sent to the relevant Head of School.
- Satisfactory feedback and a solution should be sent in 24 hours. The Relevant Head of School will be informed about the feedback and any possible follow up.
- You should also be advised that if you are not satisfied with the response and wish to take the matter further, you can do so by writing to the relevant Head of School – PS or SS.

Stage 2 – Complaint to the line manager (Head of Primary/Secondary School)

- The Head of PS/SS should acknowledge your complaint in writing. In some cases the Head will have already been involved in looking at the matter; in others it will be his/her first involvement.
- The Head of PS/SS should consider providing an opportunity to meet with you to supplement any information previously provided.
- If the complaint is against a member of staff, the Head of PS/SS should talk to the staff member against whom the complaint has been made.
- If necessary, the Head of PS/SS should interview witnesses and take statements from those involved.
- The Head of PS/SS will update the Parent Complaint Log and should include an explanation of the decision taken and the reasons for it. Where appropriate, it should include what action the school will take to resolve the complaint.
- You should also be advised that if you are not satisfied with the response and wish to take the matter further, you can do so, by writing to the Head of School (or in said absence the Deputy Head).

Stage 3 – Complaint to the Head of School / Deputy Head

- The Head should acknowledge your complaint in writing. In some cases the Head will have already been involved in looking at the matter; in others it will be his/her first involvement.
- The Head should consider providing an opportunity to meet with you to supplement any information previously provided.
- If the complaint is against a member of staff the Head should talk to the staff member against whom the complaint has been made.
- If necessary, the Head should interview witnesses and take statements from those involved.



- The Head will update the Parent Complaint Log and should include an explanation of the decision taken and the reasons for it. Where appropriate, it should include what action the school will take to resolve the complaint.
- You should also be advised that if you are not satisfied with the response and wish to take the matter further, you can do so, by writing to the Executive Director.

Stage 4 – Complaint to the Executive Director

If the complaint is wholly or mainly about the School Heads the Executive Director should consider the complaint in accordance with the procedure described below. However, before following the steps below, the Executive Director will invite the Head to respond to the complaint within 3 school days. The Executive Director will send a copy of the Head's response to the complainant and the parent will be asked to indicate within 5 school days of receipt of the response whether s/he is satisfied with the response. If the parent is not satisfied with the response the procedure below will commence as described.

Consideration by the Executive Director

- If the complainant decides to take the matter further, the Executive director should write to the parent to acknowledge the complaint within 3 school days of receipt of the complaint. A copy of the acknowledgement and the complaints form should be sent to the School Head.
- **Investigating the complaint** – If the complaint has been investigated at other stages, the result of the investigation must be made available to the Executive Director by the School Head. However, where the complaint is against the Head and the complaint is referred to last stage, the Executive Director must decide whether and how the complaint should be investigated.
- The Executive Director should reconsider the issues raised in the original complaint and not confine himself to consideration of procedural issues
- The parent should be invited to have a meeting. The date and time of the meeting should be convenient to the parent within reason.
- The Head should also be invited to prepare a written report in response to the complaint.
- All relevant correspondence regarding the complaint should be discussed.
- The aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. However, at the end of the meeting the Executive Director will need to issue a finding in writing either upholding or not upholding the complaint or upholding some parts and not others.
- Stage 4 should be completed in 15 school days. However, it is recognised that this timetable is likely to prove impossible for complaints which are complex.

A written, confidential record will be kept in the form of the Parent Complaint Log for all stages of complaints considered by the SLT and the Executive Director.

Stage 5 - Panel Hearing

- Where the complainants are not satisfied by the response made to the complaint resulting from Stage 4 a hearing shall be arranged before a panel appointed on behalf of the school proprietor.
- The panel will be made up of at least three people who were not directly involved in the complaint, one of whom will be independent from the running of the school



- Parents involved will be invited to attend such panel hearings, and may be accompanied if they wish
- The panel will provide a copy of their findings and recommendations for the complainant, proprietor, head teacher and person(s) complained about (where relevant)

Complaints raised at the School Office

- In the case of any complaints raised by phone or by email in the school office, the office personnel will direct the parent towards the relevant class/subject teacher, Head of PS/SS or Head of School according to the degree of complaint. In addition, the office personnel will inform the relevant Head of PS/SS, Head of School and Executive Director in writing (email) about the concern raised.

Informal Complaints

This form of complaint can be raised verbally by parents directly to the class/subject teacher (Eg: End of the day when pick up the child). This stage should be completed speedily with appropriate detail. The member of staff dealing with the concern should make sure that you are clear as to what action (if any) or monitoring of the situation has been agreed. The relevant teacher will ensure that the Head of PS/SS will be informed in writing about the complaint and the feedback (be email).

In case of informal complaint with no satisfactory feedback, you are encouraged to consider making a formal complaint following the steps and stages of a formal complaint.

In total 26 complaints were made in the academic year 2016-17. All complaints were resolved within Stages 1-3.

Related Policies

School Admissions Policy
Whole School Health and Safety Policy
PS/SS Curriculum Policy
Whole School Anti-bullying Policy
Whole School First Aid Policy
Whole School Medical Policy
Relevant School Subject Polices

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