

## Parent Complaint Procedure

### Purpose

The purpose of this policy is to provide clear a 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](mailto:slt@ibsb.ro) are CCed in. All concerns raised will be logged in the Parent Complaint File for future reference.

We ask that any 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.

*Any Child Safeguarding concerns should be addressed directly to the relevant Head of School.*

### Issue of Concern/Complaints Procedure

#### **Stage 1 – Issue of Concern Raised**

The first stage of the complaint process is a concern raised, which should be addressed to the relevant class/subject teacher by email [firstname.surname@ibsb.ro](mailto:firstname.surname@ibsb.ro), CCing in [slt@ibsb.ro](mailto:slt@ibsb.ro).

In the case of any Issues of Concern/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 nature of the complaint within 24 hours, CCing in [slt@ibsb.ro](mailto:slt@ibsb.ro).

- The class/subject teacher should acknowledge your **Issue of Concern** within 24 hours and inform the relevant Head of School via email, CCing in [slt@ibsb.ro](mailto:slt@ibsb.ro).
- The relevant Head of Department or Key Stage Coordinator will discuss the concern raised with the relevant staff before a reply is sent to the relevant parent.
- The relevant Head of School may discuss the concerned raised depending of the nature of the complaint.
- An opportunity to meet to discuss the **Issue of Concern** should be offered to the relevant parent. The meeting will be recorded and the log sent to the relevant Head of School.
- Feedback should be sent the relevant parties within 24 hours. The relevant Head of School will be informed about the feedback and any possible follow up, CCing in [slt@ibsb.ro](mailto:slt@ibsb.ro).
- 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 – Official Complaint Made** (To be logged in complaint tracking file)

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 via [slt@ibsb.ro](mailto:slt@ibsb.ro).

- 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 offer the relevant parties an opportunity to meet to discuss the concern.
- 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 re-interview the relevant parties keeping records
- The Head of PS/SS will update the Parent Complaint Log with the outcome and any relevant details.
- 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 absence the Executive Director).

## **Stage 3 – Meeting with Head of School**

If your concern has been raised with the Head of Primary/Secondary and you feel that the resolution was not satisfactory, please contact the Head of School (or in absence the Executive Director) via [slt@ibsb.ro](mailto:slt@ibsb.ro).

- The Head of School should acknowledge your complaint in writing within 24 hours. In some cases the Head of School will have already been involved in looking at the matter; in others it will be his/her first involvement.
- The Head of School should provide an opportunity to meet to discuss the complaint.
- 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 relevant parties, keeping accurate records.
- The Head of School will update the Parent Complaint Log with the outcome and any relevant details.

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.

In total 26 complaints were made in the academic year 2017-18. 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 Policies

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