

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. The procedure follows the statutory content of the British Standards Overseas. Unless complaints are serious, parents should always follow the three-stage process.

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, at their earliest possible convenience.

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, if this is possible, or in writing by email. We advise that for all email correspondence relating to concerns raised that the Senior Leadership Team are copied in with the following email address, slt@ibsb.ro. If the concern relates to the Head of Primary or Head of Secondary, please write to the Head of School, kendall.peet@ibsb.ro. If the concern relates to the Head of School, please write to the Executive Director aura.bogdan@ibsb.ro. All concerns raised will be logged in the Parent Complaint File for future reference.

Any concerns raised or complaints made must relate directly to a child of the parent making the complaint.

Any Child Safeguarding concerns should be addressed immediately and directly to the relevant designated safeguarding lead.

Issue of Concern/Complaints Procedure (Refer to Appendix 1 Flow Chart)

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, copying in slt@ibsb.ro.

In the case of any Issues of Concern 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, copying in 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, copying in 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, copying in 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.

Complaints regarding the Head of Primary/Secondary should be directed to Head of School.

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 concern has not been adequately addressed or the feedback is not satisfactory, please contact the Head of Primary/Secondary School directly as appropriate via slt@ibsb.ro.

- The Head of PS/SS/ Head of School will 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/ Head of School will 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/ Head of School should talk to the staff member against whom the complaint has been made.
- If necessary, the Head of PS/SS/ Head of School should re-interview the relevant parties keeping records
- The Head of PS/SS/ Head of School 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) stating that you wish to move the complaint to the second formal stage

Stage 3 – Meeting with Head of School

If your concern has been raised with the Head of PS/SS/ Head of School and you feel that the resolution was not satisfactory, you should write to the Head of School (or in absence the Executive Director) via slt@ibsb.ro, stating that you wish to move the complaint to the final stage.

- The Head of School will 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 will arrange for a hearing before a panel appointed by or on behalf of the Executive Director and consisting of at least three people who were not directly involved in the matters detailed in the complaint; one panel member will be independent of the management and running of the school. Parents will be allowed to attend and be accompanied at a panel hearing if they wish.
- The panel will make findings and recommendations and a copy of those findings and recommendations will be:
 - Provided to the complainant and, where relevant, the person complained about;
 - Available for inspection on the school premises by the Executive Director and the Head of School
- A written record will be kept of all complaints will be made and this will include whether they are resolved following a formal procedure, or proceed to a panel hearing; and action taken by the school as a result of those complaints (regardless of whether they are upheld



All correspondence, statements, and records relating to individual complaints are to be kept confidential except where local legal requirements permit access.

In total **nine** formal complaints were made in the academic year 2024-2025. All complaints were resolved within Stages 1-2.

Related Policies

School Admissions Policy
Whole School Health and Safety Policy
PS/SS Curriculum Policy
PS/SS Behaviour for Learning Policy
Whole School Anti-bullying Policy
Whole School Data Protection Policy
Whole School Equal Opportunities Policy
Whole School Exclusion Policy
Whole School First Aid Policy
Whole School Medical Policy
Relevant School Subject Polices

Document Control	
Draft Issued	August 2025
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Draft Approval	Kendall Peet Head Teacher
Signed off by	SLT
Review Date	August 2027
Review cycle	2 years

Appendix 1

Complaint Procedure - Summary of Dealing with Complaints

