

COMPLAINT POLICY

British International School welcomes suggestions and comments from parents and takes very seriously any complaints and concerns that they may raise. We encourage parents to bring these to our attention as early as possible in order that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious.

A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond. We will ensure that:

- We respond to complaints within a reasonable time and in a courteous and efficient way.
- Parents realise that we will listen and take all complaints seriously.
- We take appropriate action where necessary.

Parents who have any concerns or complaint, should normally raise these in the first instance with their child's class teacher by letter, email, telephone or by verbally requesting a meeting. If the parent is not satisfied with the response of the class teacher or feel that the matter is sufficiently sensitive or serious, they should contact the Coordinator or the Head of the Section who will then be able to liaise with relevant staff, put the parent in contact with the appropriate member of the Senior Management Team or refer the parent directly to the Vice Principal/ Principal.

Parents can also write/ meet the Principal if they do not wish to communicate with any other member of the staff.

If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately and to their satisfaction. If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how they/the school propose to proceed. The parent will be given a date by which they will receive a further response. If a detailed explanation of the issues is needed, a letter or report will be sent to the parent as quickly as possible informing them of the outcome of their complaint and will explain any action taken or proposed. Alternatively, the parent may be invited to a meeting at the school. A written record of all significant parental complaints and their outcome is maintained in the school office. Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Principal and those directly involved.

It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

We will endeavour to ensure that all parents feel satisfied with the outcome and feel that their concerns have been fully addressed.

This Policy is reviewed by the Senior Management Team in June 2018. It will be next reviewed in June 2019.