

# El Alsson British & American International School Complaints Policy



## Introduction

We believe that our school provides a good education for all our children, and that the management and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

## Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases; we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

## The complaints process

### How to share a concern

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's form tutor, class or subject teacher. This can be achieved by:

- Writing a message to the teacher through the home – school link / record book if appropriate
- By writing a letter to the teacher that the student will not read
- By emailing the teacher at their work email address (supplied on the primary or senior school websites /O.L.E.s).

If the matter would be better resolved by meeting the relevant member of staff then an appointment can be set up by calling the school to arrange this (all such appointments will include a member of senior management). Most matters of concern can be dealt with in one of the ways listed above. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

If a complaint does not concern the education department then the complaint must be made to the person responsible for that department by letter, telephone, by email or through an appointment. If the parent is unsure of whom to refer the matter to then they can call a school receptionist to find out or check the main website's 'Who's Who' section.

### What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the class / subject teacher / form tutor, or that their concern is of a sufficiently serious nature, they should call or make an appointment to discuss it with the senior management in person, (the relevant Counsellor, Head or Vice Principal). The senior management considers any such complaint seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

## Formal Complaints

Where a parent feels that a situation has not been resolved through contact with the senior management they may then seek an appointment with the relevant Principal of the school. All matters addressed to the Principals will be recorded and confidential. All such matters will be investigated and the directors of the school will also be informed of the complaint and the resolution.

#### How to take the matter further

Only if a formal complaint made to the Principals fails to resolve the matter should a complaint be made to the directors. This complaint should be made in writing, or by email, stating the nature of the complaint and how the school has handled it so far. The parent should send this written / emailed complaint to the directors. The Directors will review the complaint and check that it has first gone through the correct channels before addressing any such complaint themselves (culturally some parents seek out a Director by phone/email in person before following the correct procedure).

The directors will consider all written complaints in a timely manner (within a week of receipt). They will arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so that he / she can explain his / her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the directors consider their decision and inform the parent about it in writing or by email. The directors will do all they can at this stage to resolve the complaint to the parent's satisfaction, however, the director's decision is final and not open to review.

#### **The Parent School Association**

Some parents wish to remain anonymous or prefer to contact a member of the PSA to investigate their concern or complaint. This may be when it is general in nature or affects several people or if it is not directly connected with education. The member of the PSA will either directly raise the complaint with the Head of the correct department at the time or wait until a PSA meeting occurs and then raise the issue during the meeting. The PSA will respond to the parent/s in a timely manner usually by contacting them in the same way they were contacted.

#### **Monitoring and review**

The directors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Principals log all formal complaints received by the school and record how they were resolved. Directors examine this log on an annual basis.

This policy is made available to all parents via the school website, so that they can be properly informed about the complaints process.

This policy is reviewed and updated on an annual basis.