

THE BRITISH INTERNATIONAL SCHOOL OF STAVANGER
'Creating the role models of the future'

GENERAL COMPLAINTS POLICY

The school's values are concerned with meeting the needs of students, parents and others who have a stake in the school. This includes the staff and members of the local community. The School Board believes that constant feedback is an important ingredient in self-improvement and raising standards. People, whether they be students or adults, who have concerns or complaints should feel comfortable about voicing issues and know that these concerns will be considered seriously. All complainants have the right to be accompanied when making a complaint and students may be accompanied by a parent or another adult.

There are various principles behind this policy:

- There is a difference between a concern and a complaint. A concern is likely to require discussion between teacher, students and parent. If the concern is not resolved by that means then it could become a complaint.
- A complaint is likely to arise when there are issues of physical or emotional well-being and security or when the school's stated values or aims are being ignored.
- A breach of the law will always constitute a complaint.
- Feedback will be actively sought from students and parents in order to minimise complaints and maximise accountability.

Relationship to other policies

This policy should be read in conjunction with all other school policies.

Roles and Responsibilities of the Principal, other staff and the School Board.

The **Principal** will ensure that:

- This complaints policy and the procedures are made known to all stakeholders through FAU (Parent Teacher Association), the school website and the parent's handbook.
- All complaints should be put in writing and are dealt with in the first instance by the Principal, or a member of the leadership team, who will document and log the complaint (names, dates, times, events); acknowledge in writing within three days of receipt and consult with all those directly concerned.
- The complainant receives notification of the action taken within ten working days of the complaint.

All **staff** are expected to encourage students and parents who have concerns that cannot be addressed through initial discussion to follow the complaints procedure.

Confidentiality is maintained throughout and we expect all parties to respect this requirement. The storage of papers relating to any complaint are kept confidential and secure.

Policy General Complaints 2016 - 2017

The **School Board** will ensure the following:

If a complainant is not satisfied with the action taken by the Principal then the Chair of the School Board will hear the complaint. The complaint should be immediately forwarded to the Chair of the School Board who will endeavour to act at the earliest opportunity and no later than ten working days. In the event that the Chair of the School Board cannot honour this requirement he/she may delegate the task to another member of the School Board. On receipt of the complaint the Chair of the School Board will:

- (i) convene a committee consisting of at least three persons not directly involved in the matters detailed in the complaint and ensure one of those persons is **independent** of the management and running of the school;
- (ii) inform the Principal,
- (iii) investigate the complaint;
- (iv) invite the complainant to attend any hearing giving seven working days' notice and informing the complainant that they may be accompanied by a supporter who may be another parent if they wish;
- (v) write to the complainant and the person being complained about **within seven working days**, informing them of any findings, the decision, the reasons for it, and any action taken by the school.
- (vi) The decision of the complaints committee is final.

Where the complaint is against the Principal, the complainant should contact the Chair of the School Board directly.

Where a complaint is received during a school vacation the above time scales for dealing with the complaint will be met if at all possible. In the event that this is not possible, the time scales will apply from the first day of the next school term.

Arrangement for monitoring and evaluation

All complaints and the action taken will be documented in a log which shows whether a complaint was resolved at the preliminary stage or taken forward to a panel hearing. A summary of complaints will be included in the Principal's regular reports to the School Board, with advice on any implication for policies. Parents are able to request a copy of the complaints log showing outcomes.

This policy is reviewed annually.

May 2016

APPENDIX 1

LETTER TO PARENTS INFORMING THEM OF THE SCHOOL'S COMPLAINT PROCEDURE

COMPLIMENTS AND COMPLAINTS

Dear Parents

We strive to be a school where you are more than satisfied with what we do to support your child, especially in difficult situations. When you think we do this particularly well, please let us know. Staff work hard for the students and we all want to recognise that.

But sometimes things may not go well. For example, you may feel that your child is being bullied and are not happy that the right things have been done to address this. We hope that good communication would solve such a problem. Our aim is that by careful listening, constructive discussion and sensible actions we can work together you solve problems, and so improve our school systems further. But if a problem persists, you may wish to make a complaint.

When should I complain?

If you believe that something is seriously wrong, make a complaint. We will investigate it and base what we do on the School Board's agreed policy.

Who do I contact?

That depends on the particular situation. Often your child's class teacher or year group tutor will be able deal with the matter. More serious problems might require the intervention of a senior member of staff or the Principal. Most problems can be solved in this way. A complaint about the conduct of the Principal should go to the Chair of the School Board, addressed to the office manager at the school address.

What if the matter is still unresolved?

You should write to the Principal, in the first instance, if you are dissatisfied with the handling of a complaint. The Principal will investigate the matter and may invite you to a meeting to talk about it. The school may arrange for a suitable mediator to be present.

After trying all other avenues, you may decide to make a formal complaint to the School Board by sending a letter to the school secretary at the school address. The School Board will investigate and may invite you to meet them to discuss your concerns.

All this looks very formal, but very few problems have to go through such steps because we work hard to understand and resolve problems as quickly as possible. In this way pupils of the school get the best chance to succeed in their learning.

Yours sincerely,

Louise Rankin
Chair of School Board

Policy General Complaints 2016 - 2017

Complaint Record

Date:	Class:
Complaint received by:	
What is the nature of the complaint	
Actions taken by the person receiving the complaint (if any)	
Comments or action taken by the Teacher/Teacher Assistant/other personnel	
Signature:	
Date:	
Comments or action taken by Principal/Senior Management Team	
Signature:	
Date:	