

2017-18



COMPLAINTS PROCEDURE

Policy Statement

It is in everyone's best interests in our school and community to communicate well with one another and to ensure that any concerns and complaints are dealt with as quickly and appropriately as possible. In addition, concerns and complaints brought to the attention of the school can be an opportunity to inform, review and help improve school procedures.

This policy has been developed after consulting:

- Complaints Policy Working Group, consisting of headteachers and local authority representatives in the UK
- Department for Education (DfE) School Complaints Guidance
- Best practice from other local authorities in the UK

Aims and principles of the policy

This policy aims to:

- Encourage the resolution of concerns and complaints by informal means wherever possible
- Ensure that concerns are dealt with quickly, fully and fairly and within defined time limits where possible
- Provide effective and appropriate responses to concerns and complaints
- Maintain good working relationships between the school and all those involved

All staff and parents at the school are made aware of this complaints policy and any other policies that may be inter-related (eg Behaviour, Health & Safety etc).

Summary

1. This policy sets out the procedures which Myanmar International School will follow whenever it receives a complaint.
2. In all cases where the complaint directly concerns the school's senior leader, the nominated teacher in the first instance will investigate the complaint.

Monitoring and recording complaints

At all stages of the complaints procedure the following information should be recorded:

- Name of the complainant
- Date and time at which complaint was made
- Details of the nature of the complaint
- Desired outcome of the complainant
- How the complaint is being investigated (including written records of any interviews held)
- Results and conclusions of investigations
- Any action taken
- The complainant's response
- Record of any subsequent action if required

Definition

Problems inevitably arise in a complex organization like a school and they are usually resolved quickly and happily. When somebody believes that the issue that is causing them concern is not being addressed satisfactorily they identify that they wish to complain. This is when an issue or concern becomes a complaint.

Upholding or not upholding complaints

At each stage of the complaints procedure the conclusion will be either:

- That the complaint is upheld (in part or full) and where appropriate some form of action is taken **OR**
- That the complaint is not upheld and reason(s) for this, where appropriate, are clearly given

In the first instance of receiving a complaint it may be appropriate to resolve the issue by offering to the complainant one or more of the following:

- A definitive response
- An explanation of events
- A recognition that the situation could have been handled differently or better
- An explanation of the steps that have been taken to try to ensure that it will not happen again. However, this must not include any information or detailed action taken involving a member of staff
- An undertaking to review school policies in light of the findings of the complaint

The complainant may choose to take no further action or take their complaint to the next stage.

The Stages of the Complaints Process

Stage 1

Somebody raises and discusses their issues with the member of staff concerned. Most concerns can be resolved satisfactorily at this stage. However, the staff member may feel it more appropriate to refer the person to a more senior or experienced member of staff who will try to resolve the concern informally. Alternatively, the person with the concern may wish to escalate the issue and does so by saying they want to register a complaint and they become a complainant. They should be made aware of this policy at this stage.

Stage 2

The complainant should be referred to the Complaints Officer and put their concerns in writing. The Complaints Officer will then investigate the concerns and respond within agreed timescales. An acknowledgement will be made of the complaint within five school working days. The Complaints Officer will respond to the issues raised within 15 school working days of receiving the complaint. If it is not possible to meet these timescales, then the Complaints Officer will contact the complainant to discuss reviewing these.

Stage 3

If the Complaints Officer is unable to resolve the concern to the satisfaction of the complainant, the complainant may write to the Academic Director at the school. The Director will acknowledge the complaint within five school working days and arrange an investigation into the case.

Once the investigation has been held the complainant will be informed of the Director's decision within five school working days. If it is not possible to meet these timescales then the Director will contact both parties to discuss a mutually convenient date.

Stage 4

If the complainant remains unsatisfied by the outcome of the Director's decision, they may contact the Governing Body who will carry out a new investigation if there is good reason to believe this might lead to a satisfactory outcome. This will be carried out by a person with no prior knowledge of the case. This will be carried out within 15 days of the Board being made aware of the case. The decision of the Governing Body is final.

Complaints Procedure

