



COMPLAINTS POLICY AND PROCEDURE

1. Purpose

The purpose of this policy and procedure is ensure that a concern or a complaint by a parent (or guardian) is considered sympathetically and efficiently, and is resolved as soon as possible

2. Scope

This policy / procedure applies to parents and guardians with students in the school.

3. Definitions

A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work made by in person, by phone, email or other forms of writing.

4. Policy Statement

MIS recognises that a willingness to listen to questions and critique and to respond positively, can lead to improvements in school practices and provision for students.

MIS will deal with complaints against the school in a consistent and responsive way, with the aim of achieving a speedy and satisfactory conclusion. The school aims to resolve issues informally, but where complaints become formal, written records will be kept.

School practices, policies and procedures are approved by the School Board and these set the larger framework for school responses to issues, as do government regulations.

These policies and regulations are applied with consistency. Parents should be familiar with the Parent Handbook which contains related guidance.

The School Board decisions are final.

There may be occasions when, despite all the stages of the procedure being followed, a parent remains dissatisfied. If the parent seeks to reopen the issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.

5. Procedure

5.1 Informal concern

It is hoped that concerns (issues, misunderstandings or requests for information) will be resolved quickly and informally, before they become complaints.

Individual student or classroom-related issues should be discussed directly with the:

1. Teacher concerned. Parents can also keep in regular touch with subject / class teachers through our email system. Please note that teachers have a

heavy workload and it may not be possible to reply to enquiries on the same day.

2. Relevant Head of Department
3. Issues related to school administration should be directed to the Operations Manager in the main office.
4. Issues of general interest (i.e. not personal matters) can be communicated through the PSG Executive. This group is in regular communication with members of the Senior Leadership Team as part of the parent-school partnership.
5. Issues that require changes in policy / procedures or issues of a whole school nature should be discussed with the Principal.

All effort will be made to resolve informal concerns within one school day (24 hours) of a concern being received. All informal concerns will normally be resolved within 3 school days. The person receiving the concern may refer it to a more appropriate person for advice, consideration and resolution.

When a concern cannot be resolved informally, the matter will become a formal complaint.

5.2 Formal complaint

When concerns are not resolved, written notice of the complaint should be sent / forwarded to the Principal (by the parent or the appropriate Head of Department). The Principal will provide advice and / or seek a resolution with the parent and other appropriate senior staff.

When, as far as practicable, all the relevant facts have been established, a decision will be made and parents informed of this decision in writing, including reasons as appropriate, within 10 school days or less where possible.

In the case of a formal complaint, written records will be kept of correspondence and meetings.

If parents are still not satisfied with the solution / decision, the Principal will refer the matter to the School Board.

5.3 Referral to the School Board

If the complaint remains unresolved then the complaint will be escalated to the School Board.

The Principal will inform the parent that the matter has been referred to the School Board. The Principal will provide information to the School Board, although a parent may be asked to provide a written account of the issue, if this does not already form a part of related documentation.

The School Board's response may be made directly to the complainant or via the Principal.

6. Roles and Responsibilities

The School Board is to	<ul style="list-style-type: none"> • Act as the final arbiter of complaints in line with relevant regulations, school policies and procedures. • Act in consultation with school senior leadership
The Principal is to	<ul style="list-style-type: none"> • Seek solutions to issues in consultation with persons involved and in line with relevant regulations, school policies and procedures • Refer issues to the School Board if an issue is not resolved
Heads of Department are to:	<ul style="list-style-type: none"> • Seek solutions to issues in consultation with persons involved and in line with relevant regulations, school policies and procedures • Refer issues to the Principal if an issue is not resolved
Teachers are to	<ul style="list-style-type: none"> • Seek solutions to issues in consultation with persons involved and in line with relevant regulations, school policies and procedures • Refer issues to middle or senior leaders if an issue is not resolved

7. Change History

Version	Approved by:	Date of issue:
2	School Board	21 st September 2024