



<p><b>Rationale</b></p>	<p>The British International School of Tunis welcomes suggestions and comments from parents or carers, and takes seriously any complaints or concerns that they might raise. If they do have a complaint, they can expect that it will be treated by the school in accordance with this procedure.</p> <p>We recognise a complaint as <b>an expression of genuine concern or dissatisfaction that requires a response.</b></p> <p>We will ensure that:</p> <ul style="list-style-type: none"> <li>• Parents wishing to make a complaint know how to do so</li> <li>• Parents realise that we take their concerns seriously and investigate them thoroughly</li> <li>• We respond to any complaints within a reasonable time and in a courteous and efficient manner</li> <li>• We take action where appropriate</li> </ul>
<p><b>Policy Document</b></p>	
<p><b>Stage One</b></p>	<p><b>Informal Resolution</b></p> <ul style="list-style-type: none"> <li>• It is hoped that most complaints can be resolved quickly and informally</li> <li>• Parents may sometimes feel that 'complain' is too strong a term, that it is a concern that they wish to raise; they may sometimes be uncertain as to whether to raise a particular matter.</li> <li>• <b>The school is here to help and support you and your child. Always let us know of your worries, however small they might appear.</b></li> <li>• If parents have a complaint, they should normally make initial contact with their child's <b>Form Teacher</b>. In many cases, the matter will be resolved straightway by this means, and to the parents' satisfaction. If the Form Teacher is unable to resolve the matter alone, it may be necessary for him/her to consult the <b>Deputy Head</b> or <b>Headteacher</b>.</li> <li>• The Form Teacher will keep a <b>written record</b> of any concerns and complaints that are raised and the date upon which they were received. If the matter is not satisfactorily resolved, parents can proceed with their complaint in</li> </ul>

	accordance with Stage Two.
<b>Stage Two</b>	<p><b>Formal Resolution</b></p> <ul style="list-style-type: none"> <li>• If the complaint cannot be resolved on an informal basis, then parents should <b>put their complaint in writing</b> to the Headteacher of the school. The Head will decide, after considering the complaint, the appropriate course of action to take.</li> <li>• In most cases, the Head will write to, or arrange to meet with, the parents concerned within <b>5 working days</b>. If possible, a resolution will be reached at this stage. Your complaint will be treated in a confidential manner, knowledge of it being confined to the Head and those directly involved. Dependent upon the nature of the complaint, we cannot rule out entirely the requirement to make third parties outside the school aware of the complaint and, possibly, of the identities of those involved. Parents would be kept fully informed in these circumstances.</li> <li>• Following a meeting/telephone conversation, it may be necessary for the Head to conduct further investigations.</li> <li>• The Head will keep written records of all meetings, interviews and telephone conversations and will retain all communications [letters, notes, e-mails] relating to the complaint.</li> <li>• Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and <b>parents informed of this decision in writing</b>. The Head will give reasons for his/her decision.</li> <li>• If the complainant is not satisfied with the response of the Headteacher, or the complaint is about the Headteacher, the parents should write to the <b>designated Governor</b> to request that their complaint is considered further, as explained in Stage Three.</li> </ul>
<b>Stage Three</b>	<p><b>Complaint heard by Governing Body Complaints Panel</b></p> <ul style="list-style-type: none"> <li>• If parents cannot reach a resolution to their complaint, following stages one and two, then they will be referred to <b>the school's designated Governor</b>. The governor will inform the chair of the complaint.</li> <li>• This Governor will appoint two or more others, who may be governors or other experts, and who will make up the Complaints Panel to consider the complaint. None of the Panel will be directly involved in the matters detailed in the complaint, and at least <b>one shall be independent of the management and running of the school</b>. The designated Governor will acknowledge the complaint and will schedule a meeting to take place as soon as practicable, and normally within <b>15 working days</b>.</li> <li>• If the Panel deems it necessary, it may require that further particulars of the</li> </ul>

	<p>complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than <b>3 working days prior to the hearing</b>. The parents may be accompanied to the hearing by one other person. This may be a relative, friend or teacher. Legal representation will not normally be appropriate.</p> <ul style="list-style-type: none"> <li>• If possible, the panel will resolve the parents' complaint immediately and without the need for further investigation.</li> <li>• Where further investigation proves necessary, the Panel will decide how it should be carried out. After due consideration of all the facts that the Panel considers relevant, it will reach a decision and may make recommendations which it shall complete within <b>10 working days of the hearing</b>. The Panel will write to the parents informing them of its decision and the reasons for it.</li> <li>• <b>The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Head, the school's owners and, where relevant, the person(s) complained of.</b></li> <li>• Parents can be assured that all concerns and complaints will be treated with absolute confidentiality. Correspondence, statements and records will be kept confidential except in so far as confidential disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.</li> </ul>
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<b>Links to other Policies</b>			
<b>Staff Responsible</b>		<b>Governors' Committee Responsible</b>	Policy Working Group
<b>Date approved by GB</b>	6 October 2015	<b>Review Date</b>	2016/17