

**Whole School Parents' Concerns and Complaints Policy  
03.001**

**Standardized Cover Page of Internal policy**

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**Policy is:** PUBLIC  
**Archive number:** 100428\_03.001

## Whole School Parents' Concerns and Complaints Policy

### Aim

To provide clear and logical guidance to parents/guardians who wish to raise a concern or to complain about any aspect of their child's education.

### Introduction

Parents'/guardians' concerns and complaints relating to their child or to any wider aspect of school life will always be treated seriously.

These complaints may pertain to any or all of the following categories:

- Premises, Equipment or Operations
- Curriculum
- Staff
- Behaviour
- Health and Safety

Correspondence, statements and records will be kept confidential except where disclosure is required of the School; in the course of the School's inspection; where any other legal obligation prevails. Any concerns or complaints should be raised and resolved in the manner outlined below.

### **1 INFORMAL RESOLUTION**

An informal resolution refers to a matter which is not of a serious nature and about which the first action would be to have a word with the appropriate person on the school staff.

- 1.1 Most concerns and complaints should, in the first instance, be raised with the student's Class Teacher/Form Tutor, who is normally the member of staff who knows them best, and it is hoped that most concerns and complaints will be resolved quickly and informally. The Class Teacher/Form Tutor will consult with the other staff as necessary and the Class Teacher/Form Tutor must inform the Head or Deputy Head who will record the details.
- 1.2 Concerns or complaints raised directly with another member of staff will usually be referred to the relevant Class Teacher/Form Tutor unless the person involved in the initial contact deems it appropriate for them to deal with it personally in which case they will inform the Class teacher/Form Tutor retrospectively. In the Senior School, the Student Contact Book is the most appropriate means for this sort of communication.
- 1.3 If the concern or complaint is of a nature that parents/guardians prefer, for whatever reason, not to discuss with the Class Teacher/Form Tutor or Year Tutor, they should contact the Head of School.
- 1.4 Complaints to the Admissions and Marketing Office regarding lunches, buses, etc. should be dealt with by the relevant person and the Head of the relevant school notified by due process.

- 1.5 Should the concern or complaint not reach a satisfactory resolution then the parents/guardians should proceed to the next part of the process, the Formal Resolution stage.
- 1.6 All expressed concerns and complaints will be brought to the attention of the Senior School Leadership Team or the Primary Leadership Team or appropriate department.

## 2 FORMAL RESOLUTION

- 2.1 If the concern or complaint cannot be resolved on an informal basis, then the parents/guardians should put the matter in writing to the Head of School/Site who will contact the parents/guardians concerned, normally within one week of receiving the concern or complaint, to discuss the matter and if possible to reach a resolution.
- 2.2 If necessary the Head of School/Site will carry out further investigations keeping written records of all meetings and interviews held in relation to the concern or complaint.
- 2.3 Once the Head of Primary Schools or Head of Senior School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents/guardians informed of this decision in writing within two weeks of starting formal proceedings.
- 2.4 If parents/guardians are still not satisfied with the decision they may proceed to the third stage of this process –the Panel Hearing.

## 3 PANEL HEARING

- 3.1 If parents/guardians are not satisfied with the outcome of the formal resolution they may refer the matter in writing to the Board of Directors who will then refer it to the Complaints Panel for consideration.
- 3.2 The Panel will be appointed by the Chair of the Board and will consist of at least three appropriately qualified people not directly involved in the matters detailed in the concern or complaint; one of whom shall be independent of the management and running of the School.
- 3.3 The Chair of the Board will acknowledge receipt of the concern or complaint and schedule a hearing to take place as soon as is practicable and normally within two weeks.
- 3.4 Before the hearing the Panel may request any further details relevant to the concern or complaint.
- 3.5 The parents/guardians may be accompanied to the hearing by one other person if they so wish.
- 3.6 Where further investigation is required the Panel will decide how it should be carried out.
- 3.7 After due consideration of all facts they consider relevant, the Panel will reach a decision within two weeks of the Hearing and will write to the parents/guardians informing them of its decision and the reasons for it. The Panel's findings and recommendations if any will be sent

in writing to the Line Manager, Chair of the Board and, where relevant, the person about whom the concern or complaint was raised.

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**Standardized Acknowledgment list of Internal Policy by the Board**  
*Standardizované prohlášení o Vnitřním předpisu „Boardem“*

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**Superiors name/ Jméno nadřízeného:** Michal Bočan  
**Approval date/ Datum schválení:** 10<sup>th</sup> March 2010  
**Policy is:** PUBLIC/VEŘEJNÁ  
**Archive number/ Archivační číslo:** 100428\_03.001

## Standardized Acknowledgment list of Internal Policy by the Board of Directors

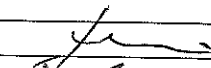
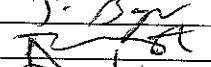

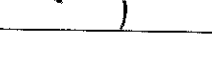

*Standardizované prohlášení o Vnitřním předpisu „Boardem“*

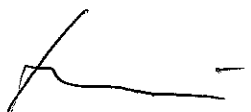
The member of the Board of Directors accepts and by signature acknowledges enactment of Internal Policy name: **Whole School Parents' Concerns and Complaints Policy**  
Number: **03.001**

I, a member of the Board of Directors declare that I am familiar with the Internal Policy, and I will inform managers and employees in my line of management about its existence and /or update.

Členové „Boardu“ **PŘIJÍMAJÍ** a svým podpisem **STVRZUJÍ** platnost vnitřního předpisu.  
Název: **Whole School Parents' Concerns and Complaints Policy**  
Číslo: **03.001**

Zároveň **PROHLAŠUJI**, jako člen „Boardu“, že jsem se s vnitřním předpisem seznámil/a, a budu o jeho vzniku a/nebo aktualizaci informovat jednotlivé manažery a zaměstnance, kteří jsou v mé kompetenci a zodpovědnosti.

School/Department Škola / Oddělení	Name and Surname Jméno a Příjmení	Signature/ Podpis	Date /Datum
Finance, ICT, HR	Michal Bočan		18/8/10
Head of Primary Schools	John Bagust		18/8/10
Head of Senior School	Tim Roberts		18/8/10
Marketing, Admission	Fraser Litster		18/8/10
Sourcing and Services, Office	Lenka Bizdrová		23/8/10



Ing. Michal Bočan  
Managing Director Executive head  
Výkonný ředitel/Jednatel

Date/Datum: 26/8/10