School Complaints Procedure

1. Purpose of the Complaints Procedure

This procedure aims to reassure parents and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- the school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

Complainants may be anyone e.g. parents, guardians, grandparents or anyone with an interest in the work of the school. However, it is expected that it will be mainly parents or guardians who will make use of this procedure. The term ‘parent’ is therefore used throughout the procedure as a generic term but the procedure also applies in relation to any other type of complainant. Separate procedures are available to employees of the school and school students.

2. Informal Stage

Many complaints arise as a result of misunderstanding or can easily be resolved by direct contact between the concerned person and the appropriate member of the school staff. Every effort should therefore be made to resolve a concern or complaint informally with the relevant member of the school staff before proceeding to the formal procedure detailed below. The “relevant” member of the school staff will depend upon the nature of the concern or complaint and the organisation of the particular school.

3. Formal Stage

If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether (s)he wishes the complaint to be considered formally at stage two of this procedure.

A formal complaint must be made in writing. If the complaint is in the form of a letter it must be signed and if made by e-mail then the person making the complaint must be clearly identified. Anonymous complaints will not be considered.

In making a complaint please include:

- The facts on which the complaint is based
- How you have attempted to deal with the complaint informally
- Your name and contact details.
4. Dealing with A Complaint

Receipt of a formal complaint will be acknowledged within 7 days. The complaint will be investigated by a member of the school or corporate staff who is independent of those involved in the complaint and who will:

- Provide a copy of the complaint to the person who is the subject of the complaint.
- Investigate the complaint fully, ensuring all relevant facts are taken into consideration.
- Provide an opportunity for meeting with the person making the complaint.
- Respond to the complaint within 25 school days of the receipt of the complaint.

Within 30 days of the response to the complaint, the person making the complaint will have the opportunity of indicating whether he or she is satisfied or dissatisfied with the response and in the latter case the reasons for this.

If the complainant is dissatisfied and the reasons are judged reasonable then the matter may be considered further. However the Director of Education has the right to inform the complainant that the complaints procedure has been exhausted and that the matter is then closed.
Appendix

Tenby Schools Ipoh

Dealing with complaints at the formal stage

A complaint should be sent directly to:

1. The Homeroom Teacher – if the complaint is related to teaching and learning in the classroom. Most matters of concern can be dealt with in this way. Generally, teachers work very hard to ensure that each student is happy at school, and is making good progress. They always want to know if there is a problem, so that they can take action before the problem seriously affects the student’s progress.

2. The Co-Curriculum Coordinator – if the complaint is related to extra-curricular and sports activities.

3. The Head of Hostel – if the complaint is related to boarding and the School Hostel.

4. The Principal – if communication has been established with the Homeroom Teacher or Co-Curriculum Coordinator and a resolution is not satisfactorily reached.

5. The Director of Schools – if the complaint is against the Principal or the Bursar

6. The Director of Education, Tenby Schools – if the complaint is against the Director of Schools

7. The Bursar – if the complaint is related to non-academic matters.