



INTERNATIONAL
SCHOOL

SETIA ECOHILL



International
Schools
Partnership

Policy	School Complaints Procedure			
Completion Date:	January 2023	Next review:	January 2026	
Last Approval Date:	January 2023			
Review Cycle:	24 months			
Scope	Whole Group	☐	Whole School	☒
	International Primary	☐	National Primary	☐
	International Secondary	☐	National Secondary	☐
Ownership:	SLT		Approved by:	

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 one of the formal process.

A formal complaint must be made using the issue log Microsoft Form linked [here](#) and available on our school website. Anonymous complaints will not be considered.

A decision to instigate the formal complaint process should be accompanied by Form 1 – Formal Complaint: Stage 1 – the complainant should be encouraged to detail what they are seeking in order to resolve their complaint.

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 assigned by the Campus Principal. If the complaint is about the Campus Principal, the matter will be referred to the ISP central team member, 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 (where relevant)
- 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. In this case, a Complaint Form: Stage 2 will be submitted by the complainant.

If the reasons detailed in Complaint Form Stage 2 are judged reasonable then the matter may be considered further. However, the Regional Managing Director of ISP has the right to inform the complainant that the complaints procedure has been exhausted and that the matter is then closed.

Wherever possible. Complaints should be dealt with at the informal stage according to the following referral process:

Concern	Contact for informal complaint
Teaching and learning	Relevant Head of Department/Key Stage Deputy Head (Primary/Secondary)
Pastoral	Class teacher/Form tutor Deputy Head (Primary/Secondary)
Administrative matters	Human Resources Lead

In the rare circumstance where an informal complaint does not address the matter to the satisfaction of the complainant, the formal complaint process will be activated according to the following referral process:

Concern	Contact for formal complaint
Primary	Ms. Tracy Huxtable – Head of School
Secondary	Mr. Jeff Elliott – Head of School
Concerns relating to Head of School	Mr. Martin Shelley – Campus Principal
Concerns relating to Campus Principal	Mr. Ian Sallis – Regional Director: ISP

If you have gone through the process outlined and you feel that your concern has not been addressed, you may request for an external review by the ISP Malaysia regional team by [clicking on this link](#)

Formal Complaints Form: Stage 1

Please complete this form and return it to the appropriate person as outlined on page 4 of this policy. They will acknowledge its receipt and inform you of the next stage in the procedure.

Your name	
Relationship with school (e.g. parent of a pupil on the school's roll)	
Pupil's name (if relevant to your complaint)	
Your email address	
Daytime telephone number	
Evening telephone number	
Please give concise details of your complaint (including dates, names of witnesses etc.) to allow the matter to be fully investigated. (You may continue on separate paper or attach additional documents, if you wish.)	
What action, if any, have you already taken to try to resolve your complaint? (i.e. Who have you spoken with or written to and what was the outcome?)	
What actions do you feel might resolve the problem at this stage?	
Signature	
Date	

School Use

Date form received.	
Received by	

Date acknowledgement sent	
Acknowledgement sent by	
Request referred to	