



Complaints Policy

Version Number 1.2



Version	Author(s)	Position(s)	Date
1.0	DT	Principal	March 2019
1.1	DT	Principal	September 2019
1.2	DT	Principal	March 2021

March 2021



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Executive Summary

Audience

- a. **All members of staff** must read and familiarise themselves with all sections of this policy document.
- b. This policy is hosted on the school's website and is available to **all parents** and guardians.

Key Points

- a. It is hoped that most issues, concerns and complaints will be resolved quickly and informally;
- b. This policy outlines the people in school that parents should address any issues, concerns and complaints to in the first instance;
- c. Where complaints are unresolved at the informal stage, this policy outlines the procedure for (and actions that result from) making a formal complaint to the Principal and (if necessary) the procedure for requesting an official hearing by members of the Board of Governors;
- d. This policy outlines the procedures for making informal and formal staff complaints;
- e. This policy details the staffing, assessment and record-keeping demands associated with these procedures.



Section 1: Introduction

1.1 Policy Statement

- a. St George's British International School prides itself on the quality of the teaching and pastoral care provided to its pupils.
- b. If parents or members of staff do have a concern, issue or complaint, they can expect it to be treated by the School in accordance with this procedure.
- c. The policy of the school is to treat all concerns and complaints seriously and confidentially.
- d. This policy document applies to all concerns, issues and complaints from parents and members of staff other than those relating to Child Protection matters¹. Child Protection issues are considered in a separate document (see **Child Protection Policy**).

1.2 Aims

This policy aims to ensure that:

- a. All concerns, issues and complaints are considered sympathetically, fairly and efficiently;
- b. All complaints are resolved as early as possible;
- c. All members of the school community are confident in the school's ability to safeguard its pupils and promote fair treatment of all members of the school community;
- d. Accurate records (including correspondence, minutes and statements) are routinely kept;
- e. All records are kept confidential within the parameters of this policy.

¹ UNICEF defines Child Protection as 'preventing and responding to violence, exploitation and abuse against children'



Section 2: Practice and Procedure

2.1 Parental Complaints

2.1.1 Stage 1 - Informal Resolution

- a. It is hoped that most issues, concerns and complaints will be resolved **quickly** and **informally**.
- b. For a parental complaint involving a pupil in either **Junior School**:
 - a. Parents should contact their child's **class teacher** in the first instance;
 - b. In many cases, the matter will be resolved straight away;
 - c. If this is not the case, parents should consult with the **phase coordinator**;
 - d. If this still does not resolve the matter, parents should consult with the **Head of Junior School**;
 - e. The person receiving the complaint will make a written record of the complaint and the date on which they were received;
 - f. If the complaint is registered by email, the email should be acknowledged **within 24 hours** to explain that the complaint is being investigated;
 - g. Should the matter not be resolved **within seven days** or in the event that no satisfactory conclusion or resolution is reached, parents are advised to proceed with their complaint in accordance with stage 2 of this procedure.
- c. For a parental complaint involving a pupil in the Senior School:
 - a. For pastoral matters:
 - i. Parents should contact their child's **tutor** in the first instance;
 - ii. In many cases, the matter will be resolved straight away;
 - iii. If this is not the case, parents should consult with the **Head of Year**;
 - iv. If this still does not resolve the matter, parents should consult with the **Head of Senior School**;
 - v. The person receiving the complaint will make a written record of the complaint and the date on which they were received;
 - vi. If the complaint is registered by email, the email should be acknowledged **within 24 hours** to explain that the complaint is being investigated;



- vii. Should the matter not be resolved **within seven days** or in the event that no satisfactory conclusion or resolution is reached, parents are advised to proceed with their complaint in accordance with stage 2 of this procedure.
- b. For curriculum matters
- i. Parents should contact their child's **subject teacher** in the first instance;
 - ii. In many cases, the matter will be resolved straight away;
 - iii. If this is not the case, parents should consult with the **Head of Department**;
 - iv. If this still does not resolve the matter, parents should consult with the **Head of Senior School**;
 - v. The person receiving the complaint will make a written record of the complaint and the date on which they were received;
 - vi. If the complaint is registered by email, the email should be acknowledged **within 24 hours** to explain that the complaint is being investigated;
 - vii. Should the matter not be resolved **within seven days** or in the event that no satisfactory conclusion or resolution is reached, parents are advised to proceed with their complaint in accordance with stage 2 of this procedure (**section 2.1.2**).
- c. For a parental complaint involving support services (such as security, cleaning, buses, catering or facilities):
- i. Parents may raise their concern with the **Director of Finance and Operations** in the first instance;
 - ii. The person receiving the complaint will make a written record of the complaint and the date on which they were received;
 - iii. If the complaint is registered by email, the email should be acknowledged **within 24 hours** to explain that the complaint is being investigated;
 - iv. Should the matter not be resolved **within seven days** or in the event that no satisfactory conclusion or resolution is reached,



parents are advised to proceed with their complaint in accordance with stage 2 of this procedure (**section 2.1.2**).

2.1.2 Stage 2 - Referral to the Principal

- a. Where complaints are unresolved at the informal stage (see **section 2.2.1**) a formal written notice of the complaint to the Principal using the following email address:

complaints@stgeorge.school.it

- b. This formal written notice should include the details outlined in **section 2.3** of this policy.
- c. The Principal will acknowledge receipt of the complaint **within 24 hours** and in most cases will meet or speak to the parents concerned to discuss the matter in more detail, normally within three working days of receiving the complaint.
- d. The Principal will keep written records of all meetings and interviews held in relation to the complaint.
- e. Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing (normally **within seven working days** of the Principal receiving the complaint). The Principal will also give reasons for the decision and details of any next steps.

2.1.3 Stage 3 - Official hearing by the Board of Governors

- a. If parents seeks to invoke Stage 3 of this policy (following a failure to reach an earlier resolution) they should write formally and confidentially to the Chair of the Board of Governors using the following email address:

chair@stgeorge.school.it

- b. The Chair of Governors will acknowledge the complaint within three days of receipt and will convene a **Complaints Panel** from at least two and up to three school governors not directly involved in the matters detailed in the complaint.



- c. The Chair of behalf of the Panel will schedule a **hearing** to take place as soon as is practicable and normally within **seven working days**.
- d. The person making the complaint can request to be accompanied to the panel hearing - this may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- e. The panel's decision will be final.

2.2 Staff Complaints

- a. It is hoped that most issues, concerns and complaints will be resolved **quickly** and **informally**.
- b. In most cases this will involve the member of staff referring their concern to their line manager or another senior member of the team (such as a member of the school's **Strategy Team**).
- c. In cases where a successful resolution cannot be achieved informally, members of staff should follow stages 2 (see **section 2.1.2**) and if necessary stage 3 (see **section 2.1.3**) of this policy to make a formal complaint.

2.3 Details to Include in a Formal Complaint

a	Your name
b	Your address
c	Your contact details (telephone number, mobile number and email address)
d	A detailed and accurate description of the nature of the complaint
e	Name(s) of people that the complaint has been reported to
f	Details of actions that have already been taken to resolve the complaint
g	A description of further actions that could be taken to deal effectively with the complaint
h	A description of measures that could be taken to avoid a repeat of your complaint



2.4 Summary Chart

2.4.1 Junior School Pupils

My concern is...	Pastoral	Curriculum	Support Services
For example...	<i>Behaviour, friendship issues, wellbeing</i>	<i>Teaching, learning, assessment, homework</i>	<i>Catering, cleaning, security, facilities, buses</i>
STAGE 1: INFORMAL	CLASS TEACHER (first)		DIRECTOR OF FINANCE AND OPERATIONS
	Then... PHASE LEADER or DEPUTY HEAD OF JUNIOR SCHOOL		
	Then... HEAD OF JUNIOR SCHOOL		
STAGE 2: FORMAL	PRINCIPAL (via complaints@stgeorge.school.it)		
STAGE 3: FORMAL	CHAIR OF THE BOARD OF GOVERNORS (via chair@stgeorge.school.it)		

2.4.2 Senior School Pupils

My concern is...	Pastoral	Curriculum	Support Services
For example...	<i>Behaviour, friendship issues, wellbeing</i>	<i>Teaching, learning, assessment, homework</i>	<i>Catering, cleaning, security, facilities, buses</i>
STAGE 1: INFORMAL	FORM TUTOR (first)	SUBJECT TEACHER (first)	DIRECTOR OF FINANCE AND OPERATIONS
	HEAD OF YEAR	HEAD OF DEPARTMENT	
	HEAD OF SENIOR SCHOOL		
STAGE 2: FORMAL	PRINCIPAL (via complaints@stgeorge.school.it)		
STAGE 3: FORMAL	CHAIR OF THE BOARD OF GOVERNORS (via chair@stgeorge.school.it)		

2.5 Group Complaints

It is not appropriate for parents to address complaints as a 'group' or for groups of parents to lobby the board over a certain matter. Concerns and complaints should be addressed individually by parents with reference only to their own children.



Section 3: Assessment and Record Keeping

3.1 Stage 1

The class teacher, subject teacher, form tutor or senior leader should keep a copy of all salient correspondence or meeting minutes associated with an informal complaint or concern. The Principal will request access to all correspondence and a written summary in support of any investigation associated with a formal complaint.

3.2 Stage 2

The Principal will keep a written record of all formal resolutions and responses to formal complaints which will include:

1. A copy of all related correspondence between the parent(s) and the school;
2. Minutes of all meetings held in support of the investigation;
3. A copy of the final correspondence to parents confirming the outcome of the investigation.

3.3 Stage 3

The Chair of the Board of Governors (supported by the Clerk as necessary) will be responsible for record keeping associated with the convening of a Complaints Panel. This will include a written record of the outcome of the hearing.



Section 4: Staffing and Resources

Post	Responsibilities
Class teachers, subject teachers, form tutors, middle and senior leaders	<ol style="list-style-type: none"> 1. Working to support the successful resolution of informal concerns and complaints; 2. Meeting the assessment and record-keeping requirements outlined in section 3 of this policy.
Principal	<ol style="list-style-type: none"> 1. Monitoring the complaints@ email address; 2. Ensuring a swift and effective response to any formal complaints the school receives; 3. Investigating all complaints in a fair and compassionate manner; 4. Respecting the confidential nature of formal parent and staff complaints; 5. Meeting the assessment and record-keeping requirements outlined in section 3 of this policy.
Chair of the Board of Governors	<ol style="list-style-type: none"> 1. Monitoring the chair@ email address; 2. Convening a Complaints Panel and scheduling Panel Hearings; 3. Respecting the confidential nature of formal parent and staff complaints; 4. Meeting the assessment and record-keeping requirements outlined in section 3 of this policy (with the support of the Clerk to the Board).
Clerk to the Board	<ol style="list-style-type: none"> 1. Supporting the Chair of the Board of Governors with meeting the assessment and record-keeping requirements outlined in section 3 of this policy; 2. Respecting the confidential nature of formal parent and staff complaints.



Section 5: Linked Policies

1. 201 Safeguarding Child Protection Policy
2. 202 Safeguarding Behaviour for Learning (Rewards and Sanctions) Policy
3. 208 Safeguarding Anti-Bullying Policy
4. 304 Human Resources Equal Opportunities Policy (**pending**)



Monitoring and Review

This policy will be reviewed by the **Principal** in **September 2022**.

Approved by

The **Principal** on behalf of the school

The **Chair** on behalf of the Board of Governors

Change History Record

Version Number	Description of Change	Author(s)	Date of Issue
1.1	Section 2.5 added at the request of the Board of Governors	DT	September 2019



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