

LYCEE INTERNATIONAL DE LONDRES

WINSTON CHURCHILL

(The "School")

Policy #9: Complaints

Mission

Through a rigorous, bilingual programme and innovative methods, we educate students to become responsible, creative, and principled global citizens. We teach them to think critically and act ethically, to form and express their own opinions and respect those of others, to define their own life goals, and to make sense of and embrace change.

Our values are: Excellence, Creativity, Integrity, Awareness and Community.

In support of these aims and values we are committed to ensuring the following:

Introduction

The Head of School and School staff work very hard to build positive relationships with all parents. However, the School has put in place procedures in case there are complaints by parents. The following policy sets out the procedure that the School follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the School, we encourage that person to talk to the child's teacher immediately.

1. Aims and objectives

Our School aims to be fair, open and honest when dealing with any complaint. By "complaint" we mean an expression of dissatisfaction with a real or perceived problem. It may be that a parent / carer (or student) thinks the School has, for example, failed to do something it should have done, or acted unfairly or ineptly. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding, and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and resolved.

2. Use of this procedure

This procedure is to be used for all complaints, except where:

- the alleged conduct is covered by the School's child protection procedure (see Policy and Procedure for Safeguarding and Child Protection)
- the complaint concerns an expulsion or required removal (see Behaviour and Discipline Policy);
- the complaint is by a member of staff ("Grievance Procedures" employment contracts);
- the complaint relates to the School's admissions policy (see Admissions Policy);
- the complaint relates to the use of iPads (see Students' Use of ICT and Electronic Devices Policy).

3. The complaint process

Stage 1: Informal resolution

Parents / carers should, whenever possible, seek an early and informal resolution of their concerns.

Making contact

Parents / carers with a concern about anything to do with the education that we are providing should first approach the child's teacher. The teacher will ascertain the nature and seriousness of the concern or potential complaint.

Record keeping

Unless the concern or complaint is minor and / or can be instantly dealt with, the teacher will make a written note of the details, including the date and time the complaint was made. Students and parents / carers are encouraged to give their names if making a complaint. Anonymous complaints are extremely difficult (sometimes impossible) to pursue, because of difficulties in collecting or clarifying evidence. Such complaints will be investigated so far as reasonable in all the circumstances.

Resolution by Head of Section

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the relevant Head of Section (the Head of Secondary or the Head of Primary). Most complaints are normally resolved

at this stage. In all cases, the School aims to do all it reasonably can to ensure that no complaint rebounds unfairly on any student.

who refer to the Head of School, or directly to the Head of school. The Head of School will consider any such complaint very seriously, and will investigate each case thoroughly.

Stage 2: Formal complaints

If, after discussion with the Head of Section, the parent considers that the complaint remains unresolved and the procedure becomes formal and recorded as such. The complaint is referred to the Head of School. The parent or carer must complete the LIL Record of complaints stage 2. The Head of School will consider any such complaint very seriously, and will investigate each case thoroughly.

If the problem is not satisfactorily resolved, the parent or carer will be informed that they may write to the Chairman of the Board of Directors (“the Board”), within 10 days, fully explaining the complaint.

Stage 3: Resolution by the Chairman

The chairman will respond within 20 school days on receiving a formal complaint. He will obtain further information from the parent carer student or staff by telephone or in a meeting. He will then respond to them in writing.

Resolution on appeal to the full Board

If a matter referred to the Chairman is not resolved, the parent / carer may make an application, within 10 school days of receiving the Chairman's written response, to have the complaint heard by the Board. The application must be in writing to

the Secretary of the Board and state fully why the parent / carer considers that their complaint was not satisfactorily resolved by the Chairman. The Board panel must consist of at least 2 members not directly involved with the complaint. The Board must invite one person who is independent of the running or management of the School to the hearing. In the event that a member of the Board, with the exception of the Chairman of the Board, has been a party to the original consideration, he or she may not attend the referral hearing. The panel may consider the substance of the complaint afresh, as well as any procedural queries. The hearing will be held within 28 school days of receipt of the application by the Board Secretary, and the parents / carers and/or student may attend. The parents / carers may have an external representative present, who may speak on their behalf.

The decision of the full Board, which shall be final, will be given to the parents / carers in writing within 14 school days of the review hearing.

4. Records and Confidentiality

The Head of School shall keep written records of all complaints, whether they are resolved at an early stage or proceed to appeal.

All documents relating to the complaint (e.g. mail, minutes, summary of meetings) will be filed and kept strictly confidential, except in inspections conducted by the Secretary of State or inspectors under Section 162 of the Education Act or the French Inspectorate. The Board, the Head of School, the party raising the complaint and all parties involved in the complaint will be copied in all documents.

5. Monitoring and review

The Board monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head of School logs all complaints received by the School and records how they were resolved. The Board examines this log on an annual basis.

Policy required under IS Regulations Part 7 25(a)

Policy created in 2015

Reviewed:

- February 2023
- February 2018
- August 2016
- March 2016