



NETWORK
INTERNATIONAL
SCHOOL

Complaints Policy

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Aims

The aim of this procedure is to ensure a fair, effective and as rapid as possible resolution of all parent complaints. *NB The expression 'parents' refers to those having parental responsibility for the child.*

Key principles

i) Time limits

Effective and fair resolution of concerns usually requires that they are brought to the school's attention promptly. To be considered under this procedure, complaints should normally be brought within three months. However, even where complaints have been made within three months, if a delay may have prejudiced an effective and fair resolution, the School Board may judge it inappropriate to deal with the complaint.

ii) Record keeping

Correspondence, statements and records relating to individual complaints will be kept confidential and shared only if necessary, such as if asked for by an inspection team or as a part of legal obligations.

iii) Professional judgement

Where the judgement of a member of school staff is subject to complaint, the Principal will determine whether the judgement was exercised fairly and reasonably. There may be more than one fair and reasonable response to a situation.

Complaints Procedure

Stage 1 – Informal resolution

- It is hoped that most complaints and concerns will be made, considered and resolved quickly and informally.
- If parents have a complaint they should normally contact the class teacher (EYFS and Primary) or form tutor (Secondary) or the relevant Head of Key Stage (HoKS) as appropriate. In many cases, matters can be resolved straightaway to the parents' satisfaction. In some cases, it may be necessary to consult with other colleagues within the school, including the relevant Head of Phase (Head of EYFS, Head of Primary, Head of Secondary).

- The teacher or HoKS will make a note of all complaints on SIMS (the school management system) and if the matter cannot be resolved within 10 school days the parents will be advised to proceed with Stage 2.
- Anonymous complaints will be ignored.

Stage 2 – Formal resolution

Part A – School Level

- If an informal resolution cannot be reached, the complaint should be put in writing to the Principal as soon as possible. The Principal will, after consultation with the relevant Head of Phase, respond to the parents within 10 school days.
- The Principal will keep records of all meetings and interviews for three years.
- Once the Principal is satisfied that, so far as is practicable, all relevant facts have been established, a decision will be made and parents informed in writing.
- Complaints about the Principal should be made directly to the Founder (see part B below)

Part B – Founder Level

- If parents are not satisfied with the Principal's response the parents should write within 10 working days to the Founder.
- The Founder will investigate the matter and aim to respond to parents within 15 school days of receiving the complaint. Written records will be kept and in complex cases the committee will advise parents of the timescale of the investigation.
- If parents are still not satisfied with the decision they could proceed to Stage 3

Stage 3 – Panel Hearing

- If parents are not satisfied with the Founder response they can request a panel hearing of The School Board by writing to the Founder and setting out the reasons for the request.
- The Founder will then convene a temporary complaints committee (Panel Hear Committee) to hear the complaint. This will comprise of the Founder, the Principal and a nominated 3rd party selected by the school.
- A hearing should take place within 25 days of receipt of the letter and the parent is entitled to be accompanied to the Panel Hearing.
- All documentation relating to the complaint should be shared 7 days in advance of the hearing. After hearing the complaint, the Panel Hearing Committee will respond in writing within 5 working days informing the complainant of its decision and the reasons for it alongside recommendations for the future.
- There are no further steps. The panel hearing decision is final.