



Summer Program Complaints Policy

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TASIS England is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. It is our aim that all students fulfill their potential.

1. Introduction

- 1.1. The TASIS England Summer Program (The Program) aims to work in partnership with parents to deliver a high quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to review and amend our practices, where necessary, for the future.
- 1.2. Records of all complaints are kept by the Head of School for at least three years. A summary of complaints is available for parents on request.
- 1.3. The Program Directors are usually responsible for dealing with complaints. If the complaint is about a Program Director, another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded and passed on to the Head of school.

2. How Complaints are Handled

2.1. Stage one

- a. Complaints about aspects of Program activity:
 - The Program Directors will discuss the matter informally with the student or parent/guardian concerned and aim to reach a satisfactory resolution within 24/48 hours.
- b. Complaints about an individual staff member:
 - The Program Directors will raise the matter with the staff member concerned and try to reach a satisfactory resolution within 24/48 hours.

2.2. Stage two

- a. If it has not been possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the Program Directors.
- b. The Program Directors will:
 - Acknowledge receipt of the letter within 24 hours.
 - Investigate the matter and notify the complainant of their initial findings within 24/48 hours.
 - Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Program's practices or policies as a result of the complaint within 5 days.
 - If applicable, meet relevant parties to discuss the Program's response to the complaint, either together or on an individual basis.

3. Safeguarding

- 3.1. If safeguarding issues are raised, the Program Directors will refer the situation to the Program's Designated Safeguarding Lead. If necessary the Program's Designated Safeguarding Lead will contact the Surrey Local Safeguarding Board and follow the procedures of the Schools Safeguarding Policy.
- 3.2. If allegations relating to safeguarding or child protection are raised against a member of staff, the Program Directors/Head of School will refer the situation to the Local Authority Designated Officer (LADO) and follow the procedures of the Schools Safeguarding Policy.
- 3.3. If a criminal act may have been committed, the Program Directors reserve the right to contact the police.

4. Making a Further Complaint

- 4.1. Following the conclusion of the Stage 2 complaints process, if parents are still not satisfied with the decision they should proceed to **Stage 3** of the TASIS England Formal Complaints Policy which can be found on the [School website](#).

5. Written Record

- 5.1. A written record is kept of all complaints whether they are resolved formally or informally. A written record is also kept of any action taken by the Program as a result of these complaints (regardless of whether they are upheld).

6. Confidentiality

- 6.1. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State for Education, or a body conducting an inspection, authorized to do so under current legislation, requests access to them.