

Policy and Procedure

Concerns and Complaints Policy



**British International School Riyadh
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Policy Title	Concerns and Complaints Policy
Policy Number	BISR - WS - HOL - 002 - 06/04
Approval Date	
Effective Date	

Purpose

BISR believes that good communication between home and school is essential because without this, students' needs are not best met. With over 2000 students in the school, across five campuses, queries arise on a daily basis and it is in the best interest of all concerned that concerns are addressed speedily and appropriately.

Any member of our community is entitled to raise their concern or grievances without prejudice and to have the matter investigated in an appropriate and timely manner.

Scope

If a concern is raised and not dealt with, it becomes a complaint. Concerns and routine matters can be discussed with Class Teachers (in the Primary School) and Form Tutors (in the Senior School). Complaints of a serious nature should be addressed to one of the Leadership Team, or if the complaint refers to the Principal, to the Board Chair.

Concerns and Complaint should be:

- Raised with the school as soon as possible after the incident
- Made in writing wherever possible to support accurate record keeping
- Acknowledged by school within 24 hours
- Resolved in timely manner

Procedure

Stage 1 Concerns- Informal Resolution

In the vast majority of cases a problem can and should be resolved by contacting the class teacher/ subject teacher or member of staff directly involved with the problem. The initial communication with the member of staff may be by letter, email, telephone conversation or in person by appointment. Where this action does not lead to the problem being resolved, then the concern should be dealt with through the formal stages of this procedure.

In the primary school, if a parent has a concern or complaint:

The first point of contact if it is about a pastoral matter, (i.e. it concerns the general well-being of a child), or an academic matter, should be the relevant class teacher.

The School places great emphasis on the role of the class teacher as it is he or she who is with a child for the majority of the school day, and who monitors attendance, academic performance and his or her general welfare. For this reason, if parents have a query or a concern, they should contact the class teacher first. If the class teacher is unable to resolve the situation he/she will seek assistance from the Year leader or Assistant Head for

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Foundation Stage, the Assistant Head for Key Stage 1, Phase leaders at DQ, or the relevant Key Stage 2 Deputy Head.

Parents should contact the relevant Year Leader or Assistant / Phase Leader/ Deputy Head when: the parent is unhappy with the response of the teacher. The Year Leader/Assistant Head/Phase Leader will endeavour to respond to the complaint within 5 days.

If the Year Leader/Assistant / Phase Leader/ Deputy is unable to address the situation the concern should then become a formal complaint and dealt with by the Head of Primary.

In the Senior School, if a parent as a concern or complaint:

If a parent has a concern or a complaint about one subject, they should contact the subject teacher directly. If the matter is not dealt with to their satisfaction, they may then contact the **Curriculum Leader**.

The Form Tutor

The School places great emphasis on the role of the Form Tutor. It is the Form Tutor who has the most regular contact with each student, monitoring attendance, academic performance and general welfare.

If a parent has a query or a concern about a pastoral issue, or the general academic progress of their child please, they should contact the Form Tutor first. If the tutor is unable to resolve the situation he/she will seek assistance from the Year Leader.

If a parent feels that their concern has not been satisfactorily dealt with by the form tutor, they may contact their child's Year Leader/Phase Leader. If the Year Leader/Phase Leader is unable to address the situation they will seek assistance from a senior school Deputy Head.

Stage 2- Formal Complaints

Where a concern has not been adequately resolved, a formal complaint may be made. This should be addressed to the relevant Head of school (Primary or Senior).

Formal complaints should be made in writing and include specific details of the incident or concern including dates of the incident, nature of the incident or complaint, where it happened, those considered by the complainant to be responsible and detail of what the complainant would consider to be an appropriate outcome.

Details should also include who has the incident been raised with, and any details of how this has been dealt with to date.

Head of Primary or Head of Senior

Formal complaints should be directed to the Head of Primary or Head of Senior who will endeavour to respond to the complaint within 5 days, outlining the subsequent steps and setting a date by which he/she will respond (Not longer than 25 days).

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At times the Head will delegate responsibility to manage the complaint to a named Deputy Head or Senior Leader, the parent will be informed of this and the school will endeavour to maintain the stated time frame for resolution.

The Head of Primary/Senior or their delegated Deputy Head/Senior Leader, will keep written records of all meetings and interviews held in relation to the complaint, in accordance with the data protection policy.

Stage 3 - Unresolved Complaints

The Principal

If the complainant is still not satisfied, they can raise the complaint with the respective campus Principal. This again must be made in writing and the Principal may meet with the complainant and attempt to address the complaint to their satisfaction. The Principal will also update the complainant in writing.

The Director of Schools and/or Board of Governors

The complainant can then raise the complaint with The Director of Schools (DOS) if the Principal is not able to adequately address their complaint. This must also be made in writing and the DOS may also choose to meet with the complainant. The DOS will attempt to resolve the complaint.

If this is not achieved, the DOS will establish a three person panel not directly relating to the matter to hear the complaint. The panel will sit within five school days. They will hear the complainant and may call witnesses. At the discretion of the DOS, the complainant may attend the panel hearing, and at the discretion of the DOS be accompanied. All meetings will be minuted. Written records of panel findings and recommendations will be available for the complainant and, where relevant, the person complained about.

Where the complainant remains unsatisfied with the school's response, or with the DOS actions, they may make a formal complaint to the Board of Governors. This should be made in writing to the Board Chair, via the Board of Governors Secretary.

The Board Chair will contact the parent in writing to discuss the problem, and may arrange a meeting. The Board Chair will then carry out an investigation of the complaint and respond in writing. The Board Chair, or a delegated Board Member may meet with the complainant and attempt to address the complaint to their satisfaction.

Written records of findings and recommendations will be available for the complainant, where relevant, the person being complained about and the DOS.

Should subsequent action be required against a member of staff, the Disciplinary Policy will apply.

Procedure for keeping written records

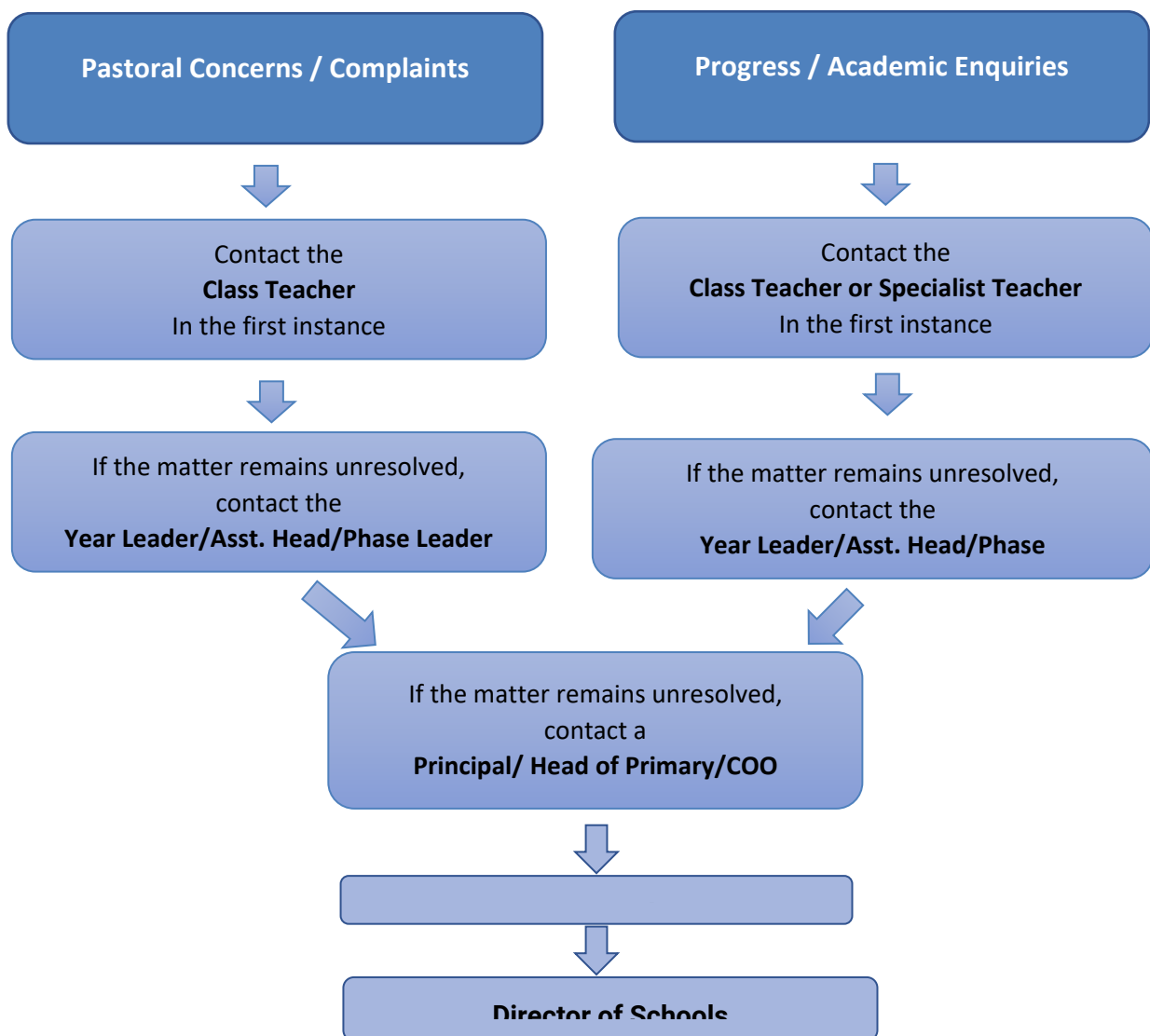
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All written records will be kept of all complaints indicating whether they were resolved at the preliminary stage or whether they proceed to a panel hearing,

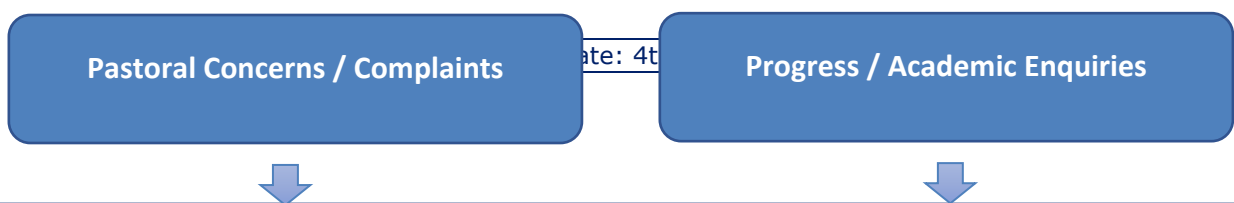
Correspondence, statements and records of complaints are to be kept confidential except in the cases where local legal requirements permit access.

Community - Concerns and Complaints

Who to Contact – Primary School



Who to Contact – Senior School



Forms N/A

Appendix N/A

Revision History

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Change Date	Revised Clauses	Description of Changes	Page No.