

INTRODUCTION

BSF schools are committed to providing the highest standards of education and care. However, there may be instances from time to time when parents identify unusual problems or consider that the school is failing to meet its own standards and commitments.

We encourage parents to raise any concerns they have with the school at the earliest possible stage. It is also important that the school be receptive and responsive to issues and concerns raised by parents.

Most regular issues and concerns are dealt with on a day to day basis in ordinary ongoing communication between parents and staff.

This policy sets out what parents can do in the case of a persistent problem or a serious issue and how this will be addressed by the school.

STAGE 1 - INFORMAL COMPLAINT

To whom: Form Tutor / Class Teacher (or head of school section if about form/class teacher)

How: Verbally or by email

Expected resolution: 5 working days

The first point of contact for an informal complaint is the form tutor / class teacher. If the complaint is about a form tutor / class teacher, the complaint should then be directed to the head of school section (Head of Early Years / Head of Primary / Head of Secondary).

A complaint can be made verbally or by email. If it is made verbally, the member of staff receiving the complaint - the complaint recipient - will make a factual record of the complaint and create a file of the complaint. The staff member who receives the complaint will then decide on the appropriate person within the school to address the complaint - complaint resolver - and refer the complaint to them. The complaint recipient will also send a message to the parent informing them that the matter has been referred to the complaint resolver.

The complaint resolver will make contact with the parent to inform them that they are taking up the issue. They will then carry out the necessary investigation with the aim of resolving the problem and responding to the parent within 5 working days. If the matter were to take longer than 5 days to resolve, the parent will be informed and kept up to date with progress.

STAGE 2 - FORMAL COMPLAINT

To whom: Headteacher

How: In writing

Expected resolution: 10 working days

Parents are expected to make an informal complaint before making a formal complaint. If the parent is unhappy with the resolution of an informal complaint, or if the matter remains

unresolved or if the complaint is about one of the heads of school section, then a parent may make a formal complaint to the Headteacher.

The Headteacher will acknowledge receipt of the complaint within two working days, will meet the parent(s) in person wherever possible and carry out an investigation with a view to resolving the complaint within ten working days.

The Headteacher will finally where possible meet with the parents to communicate the outcome of the complaint and provide them also with a formal written response.

STAGE 3 - BOARD

To whom: The Board of Governors of the British Schools Foundation.

How: In writing to board@britishschools.co.uk

Expected resolution: 10 working days

A complaint can be made to the Board of Governors if following a formal complaint the parent(s) consider that the issue remains unresolved or if the complaint is against the Headteacher.

On receipt of the complaint the Board will assign a governor to the complaint. The governor will acknowledge receipt of the complaint within two working days and will then proceed to carry out an investigation.

A final resolution to the complaint will be issued in writing to the parent within 10 working days.

RECORDS

A record of all communication and the information gathered on investigation at every stage of complaint will be kept in a complaint file.