Complaints Policy

This policy applies to the whole school including our Boarding and the Early Years Programs.
The current version of any policy, procedure, protocol or guideline is the version held on the TASIS England website. It is the responsibility of all staff to ensure that they are following the current version.

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Agreed by:

Head of School	**Chair of the Board**
Bryan Nixon	David King
27 October 2026	27 October 2026

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

Our Mission: TASIS England nurtures intellectual curiosity and emboldens each learner to flourish as a principled, open-minded, and compassionate member of a global community.

In the 2025 - 2026 school year, TASIS England received 0 Stage 2 complaints registered under the formal procedure.

1. Introduction

1.1. At TASIS England, we are committed to providing exceptional teaching and pastoral care to all our students. Our primary goal is to ensure that the needs of our students, parents, and other stakeholders are met by delivering the highest standards of education, support, and guidance.

1.2. Constant communication and feedback are crucial in monitoring standards and improving provision. Those who have complaints should feel these can be voiced and that they will be taken seriously.

1.3. A complaint is likely to arise when there are issues of well-being and security at stake, or when the school's stated mission, aims, values or policies are not being followed. A breach of the law will always constitute a complaint.

1.4. If parents and students do have a complaint, they can expect it to be treated by the school in accordance with this procedure. Investigations will be thorough, fair and completed within a reasonable timeframe. The complainant may not be entitled to all information regarding the investigation but will be kept informed of the process and of the decisions reached.

1.5. Where a complaint is made by a student (whether a boarder or a day student), particular attention will be paid to ensuring that the complaint is either resolved to the complainants' satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of students, without unreasonable delay. Students will never be penalised for making a complaint in good faith.

1.6. The timescales indicated in the procedures below should allow for the swiftest resolution of complaints possible. There may be some circumstances in which the usual timescales are affected by issues that delay resolution.

1.7. Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve due to school holidays and the unavailability of personnel. If any complaint is received outside of term-time, we will consider the complaint as having been received on the first school day after the holiday period.

2. Availability

2.1 This procedure is part of the school's admission pack and is made available to parents and students prior to their child being admitted to the school. This procedure is publicly available on the school website. A copy (which can be made available in large print or other accessible format if required) may be obtained from the School Office upon request.

2.2 Boarders are signposted to independent routes for raising concerns. Contact details for the School's Independent Listener, Children's Commissioner, Childline and inspectorate are provided in boarding handbooks and displayed in each boarding house. Day students should use the channels set out in this procedure.

3. Legal Status

3.1 This procedure meets Part 7 of the Schedule to the Education (Independent School Standards) Regulations 2014, including requirements for a three-stage process and a panel with at least one member independent of the management and running of the school.

3.2 For children under 5, the Early Years Foundation Stage (EYFS) safeguarding and welfare requirements on complaints apply. The school keeps a written record of such complaints, the investigation and outcome, and will share a summary with parents on request within 28 calendar days and make records available to the relevant inspectorate upon request.

3.3 From 19 June 2026, section 164A of the Data Protection Act 2018 (inserted by section 103 of the Data (Use and Access) Act 2025) requires the school, as data controller, to operate a process for handling data protection complaints. That duty is met through this procedure as set out at Section 15 below, in line with the Independent School Standards guidance (April 2026), paragraphs 7.3 to 7.5.

4. Related Documents, Procedures and Processes - available on the school website policy page

a. Safeguarding Policy and Procedures;
b. Behaviour Management, Discipline and Sanctions Policy;
c. Whistleblowing Policy;
d. Student Handbooks and Codes of Conduct.
e. Data Protection Policy

5. Application Relates To:

5.1 This policy is written with reference to parents of current registered students (i.e., those students on the current school roll), and parents of past students if the complaint was initially raised when the student was still registered. The policy does not include parents of prospective students (i.e., those who have yet to join the school.)

5.2 Complaints must be raised within three months (in the absence of mitigating reasons) of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. Complaints made outside of this time frame will only be considered if exceptional circumstances apply.

6. Timescale

6.1 TASIS England will manage complaints within the stage-specific timescales set out below. For complaints relating to the Early Years Foundation Stage safeguarding and welfare requirements, the school will notify the complainant of the outcome within 28 calendar days of receipt.

7. Monitoring and Review

7.1 Action by the Head of School:

a. The Head of School supported by the Head and Deputy Head of Lower and Middle School, the Head of Upper School, the Director of Boarding, the Director of Pastoral Care and the Director of inclusion, Wellbeing and Compliance maintains a log of all complaints received by the school and records at which stage and how they were resolved. The record includes, at least: the name of the person making the complaint, the date of the complaint, the nature of the complaint, how the complaint was progressed**,** the action taken by the school regardless of whether the complaint is upheld, and the outcome. The logging of complaints for management purposes enables patterns of concern to be monitored.

b. The Head of School in consultation with the Head of Lower and Middle School, Head of Upper School, the Director of Boarding, the Director of Pastoral Care and the Director of inclusion, Wellbeing and Compliance monitors the complaints procedure, to ensure that all complaints are handled properly, making any modifications necessary to this procedure. The Head of School also retains details of the number of complaints registered under the formal procedure during the preceding school year.

c. The Board of Directors will undertake a full annual review of this policy and procedures, inclusive of its implementation and the efficiency with which the related duties have been discharged. Any deficiencies or weaknesses recognized in arrangements or procedures will be remedied immediately and without delay. All staff will be informed of the updated/reviewed policy, and it is made available to them in either a hard copy or electronic format via the school website.

d. This policy was last reviewed and agreed by the Board of Directors of the school in September 2026 and will next be reviewed no later than September 2027 or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

7.2 Improved practice and lessons learned

The Head of School, supported by relevant senior leaders, will consider lessons learned from complaints and any appropriate improvements to policy or practice, whether or not a complaint is upheld. Where relevant, this will include boarding provision and the National Minimum Standards for Boarding Schools.

Agreed improvements will be recorded and followed up as required. Relevant themes will inform the Board's oversight, and learning will be shared appropriately while maintaining confidentiality.

8. Stage 1 - Informal Resolution (Who should you contact?)

It is hoped that most complaints will be resolved quickly and informally.

8.1 Complaints (Academic or Pastoral) made directly to a Head or Deputy Head of Lower and Middle School, Head of Upper School, the Director of Boarding, the Director of Pastoral Care or the Director of inclusion, Wellbeing and Compliance will usually be referred back to the relevant grade-level teacher, tutor or House Parent unless the more senior member of staff deems it appropriate for them to deal with the matter personally without it going through those channels. A concern should normally be raised within thirty working days of the event taking place, or of the matter first coming to the attention of the parents, to facilitate an effective investigation and a speedy resolution

8.2 The member of staff who is dealing with the matter will make a written record of the concern or complaint and the date on which it was received. The school will acknowledge receipt within two working days, if the matter is not resolved within 5 working days or if the member of staff and the complainant fail to reach a satisfactory resolution, then the complainant will be advised that they can proceed with their complaint in accordance with Stage 2 of this Procedure. A brief note of the concern will be logged noting the steps taken, relevant dates and the nature of any resolution.

8.3 Parents are welcome to informally raise a concern with the Head of School directly on all matters. As above, they may feel that this should be referred to the relevant grade-level teacher, tutor, House Parent, Head of Section, the Director of Boarding, the Director of Pastoral Care or the Director of inclusion, Wellbeing and Compliance. There will certainly be occasions when the Head of School feels it is appropriate to resolve the issue informally themselves without the need for referral to any of the named above. This will still be under Stage 1 of this procedure, informal resolution. It is only if the complainant is not satisfied with the outcome that they should proceed to Stage 2 of this procedure.

8.4 Parents making a complaint should be aware that they cannot be guaranteed confidentiality as members of staff receiving a complaint are expected to notify the Head of Section or relevant line manager, wherever possible, prior to taking action. The Head of School will share serious complaints with the Chair of the Board. If, however, the complaint is against the Head of School, parents should make their complaint directly to the Chair of the Board.

8.5 A boarder may also raise a concern directly with the Independent Listener if they prefer not to approach staff. The Independent Listener's contact details are published in boarding handbooks and displayed in each boarding house.

9. Stage 2 - Formal Resolution (What to do if you remain dissatisfied?)

9.1 If the complaint cannot be resolved on an informal basis, then the complainant should put their complaint in writing to the Head of School, at the end of this document you will find the Stage 2 Complaint Form. The Head of School will decide, after considering the complaint, the appropriate course of action to take.

9.2 The Head of School will acknowledge in writing, receipt of the complaint, usually within two working days and will meet or speak to the complainant concerned to discuss the matter within 5 calendar days of receiving the complaint. If possible, a resolution will be reached at this stage.

9.3 It may be necessary for the Head of School to carry out further investigations, and an Investigating Officer will be appointed. The Head of School will inform the complainant of this. These investigations should take no longer than 15 calendar days to complete.

9.4 The Head of School (or their appointed representative) will keep written records of all meetings and interviews held in relation to the complaint. Written records will identify those complaints that relate to boarding provision.

9.5 Once the Head of School is satisfied that, so far as is reasonably practicable, all of the relevant facts have been established, a decision will be made, and the complainant will be informed of the decision in writing. The Head of School will also give reasons for their decision. A note will also be logged of when, if, a final outcome was reached.

9.6 The school will usually deal with a formal complaint within 28 calendar days of receipt of the complaint. Formal complaints received at or after the end of the school day will be deemed to have been received on the next working day.

9.7 If the Chair of the Board is handling the complaint, the Chair of the Board or the appointed representative will handle the complaint according to the same procedure as the Head of School.

9.8 If the complainant is still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

9.9 **Safeguarding note:** If at any point the complaint raises a safeguarding or child-protection concern, the Designated Safeguarding Lead (or a Deputy) will be informed immediately, and the school's Safeguarding and Child Protection Policy and statutory guidance will take precedence.

10. Stage 3 - Complaints Panel Hearing

10.1 If the complainant seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chair of the Complaints Panel, who will be appointed by the Board of Directors.

10.2 The matter will be referred to a Complaints Panel of three persons not directly involved in the matters detailed in the complaint, at least one of whom is independent of the management and running of the school. The remaining panel members may be members of the Board of Directors or other suitable persons, provided they have had no prior involvement and have no conflict of interest. The Chair of the Panel will acknowledge the complaint and arrange a hearing as soon as reasonably practicable and within 14 calendar days in term time, or 28 calendar days during school holidays.

10.3 If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties no later than 5 calendar days prior to the hearing.

10.4 The complainant(s) may be accompanied to the Panel hearing if they wish, legal representation is not usually appropriate. Representatives from the media are not permitted to attend.

10.5 If possible, the Panel will resolve the complaint immediately without the need for further investigation.

10.6 Where further investigation is required, the Panel will decide how it should be carried out, these investigations should be completed within 14 calendar days of the Panel Hearing meeting.

10.7 It is not the Panel's purpose to re-investigate the complaint, but to consider the matters raised by the complainant(s), and the report from the school, and to decide whether the determination reached at stage 2 was reasonable and fair.

10.8 After due consideration of all facts considered relevant, the Panel will reach a decision and make their findings and recommendations known.

10.9 A copy of those findings and recommendations will be:

- sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about;
- made available for inspection on the school premises by the Chairman of the Board of Directors and the Head of School.
- the decision and findings of the Panel are final and are not subject to any further right of appeal to the school. If the complainant(s) is dissatisfied with the decision of the Panel, they may contact the Independent Schools Inspectorate - ISI (or OFSTED for any complaints for the Early Years Program) whose contact details are given at the end of this policy.

11. Confidentiality

11.1 Parents and students can be assured that all complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints will be kept confidential and retained in line with Section 12 of this policy and our Data Protection Policy, except where disclosure is required by law or regulation, including (a) to the Secretary of State; (b) to a body conducting an inspection under section 109 of the Education and Skills Act 2008 (e.g. ISI or Ofsted), on request; or (c) where any other legal obligation applies (for example safeguarding duties or a court order). Limited information may also be shared internally on a strict need-to-know basis to investigate and determine the complaint.

12. Record Keeping

12.1 A record should be kept of all complaints. Staff should note:

a. the name and address of the person making the complaint;
b. a description of the complaint;

c. the time and date of the complaint;
d. the stage to which the complaint rose;
e. the resolution or outcome of the complaint;
f. any action taken as a result of the complaint (regardless of whether the complaint was upheld);
g. whether the complaint was subsequently withdrawn, and whether it related to boarding provision. The Head of School keeps any emerging patterns arising from complaints under review.
h. The school will keep records of formal complaints and panel hearings, together with any action taken by the school as a result of those complaints (regardless of whether they were upheld), in accordance with its Privacy Notice within the Data Protection Policy. Complaints which do not have safeguarding implications will be retained for at least 7 years after the relevant cohort's leaving date. In line with the recommendations of the Independent Inquiry into Child Sexual Abuse, records concerning allegations of abuse will be preserved for 75 years; retention of such records will be subject to regular review.

13. Safeguarding and Child Protection

13.1 For any complaint that involves a potential safeguarding and/or child protection issue, this must be reported immediately to the Designated Safeguarding Lead (DSL) and/or a Deputy DSL and/or the Head of School if the DSL is unavailable (See our Safeguarding and Child Protection Policy on our school website policy page for details).

14 Children under 5 (EYFS safeguarding & welfare)

14.1 For children under 5, the school will investigate all written complaints relating to the EYFS safeguarding and welfare requirements and notify the complainant of the outcome within 28 calendar days of receipt.

14.2 The school keeps a written record of such complaints, their investigation and outcomes, will provide a summary to parents on request**,** and will make records available to Ofsted/ISI on request. Parents will be notified of any inspection once the school is informed by the inspectorate, and final reports will be made available.

15 Data Protection Complaints

15.1 A data protection complaint is any expression of dissatisfaction about the school's handling of personal data relating to the person complaining. Data protection complaints may be made by any data subject, including students, parents, staff and former students, and are not limited to the parents of registered students.

15.2 A data protection complaint may be made using the complaint form at the end of this policy, or in writing or by email to the school's Data Protection Officer, Michael Boddy, at mboddy@tasisengland.org. The school will acknowledge receipt within 30 days, take appropriate steps to investigate the complaint without undue delay, keep the complainant informed, and notify them of the outcome without undue delay.

15.3 Where a complaint made under Stages 1 to 3 of this procedure also concerns the handling of personal data, the school will meet both the requirements of this procedure and its duties under section 164A. Where the timescales differ, the shorter will apply.

15.4 A complainant who remains dissatisfied may complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF; telephone 0303 123 1113; www.ico.org.uk.

16 Unreasonable, Vexatious and Persistent Complaints

16.1 Unreasonable and Vexatious Complaints

TASIS England is committed to dealing with complaints fairly, impartially and in accordance with this policy. Most complaints raised will be valid and will be taken seriously. However, there may be circumstances in which a complaint is pursued in an unreasonable or vexatious manner, placing excessive demands on the school or adversely affecting students, faculty, staff or other members of the school community.

The school will consider each case individually, taking account of the circumstances, the substance of the complaint, the complainant's communication needs and any reasonable adjustments required.

Behaviour which may indicate that a complaint is being pursued unreasonably or vexatiously includes:

- Refusing to explain the complaint, identify its grounds or clarify the outcome sought, despite reasonable offers of assistance.
- Refusing to co-operate with the complaints investigation process without reasonable explanation.
- Persistently refusing to accept that particular matters fall outside the scope of this policy, after the reasons and any appropriate alternative routes have been explained.
- Insisting that the complaint is dealt with in ways which are incompatible with this policy.
- Repeatedly introducing information or questions which are clearly unrelated to the complaint and insisting on detailed responses after their relevance has been explained.
- Making repeated, unsupported personal allegations against those handling the complaint in a manner which disrupts the investigation.
- Repeatedly changing the basis of the complaint without reasonable explanation, preventing the investigation from progressing.
- Repeatedly raising substantially the same complaint after it has been fully considered through the applicable stages of this policy.
- Insisting on outcomes which the school has explained it cannot reasonably or lawfully provide.
- Making excessive demands on school time through frequent, lengthy or repetitive contact which causes significant disruption while the complaint is being considered.
- Using threats, intimidation, abusive or discriminatory language, harassment or violence.
- Knowingly providing falsified information.
- Publishing or circulating threats, discriminatory abuse or personal information in a manner which harasses or intimidates individuals.

This list is not exhaustive. Any decision will be based on identifiable behaviour and its impact. A complaint will not be treated as unreasonable or vexatious simply because it is persistent, complex, critical of the school or not upheld. Disagreement with a decision, the provision of new evidence, or a request to progress to the next available stage of this policy will not, by themselves, constitute unreasonable behaviour.

Complainants are asked to allow reasonable time for responses and to avoid unnecessary repetition while their complaint is being progressed. Relevant new information should still be provided promptly.

16.2 Steps the school will take

The school will take reasonable steps to understand and address the complainant's concerns, explain its position and identify the options available. The substance of the complaint will continue to be considered fairly.

Where practicable, the Head of School will discuss concerns about the complainant's behaviour informally before introducing restrictions. Where the complaint concerns the Head of School, this responsibility will rest with the Chair of the Board of Directors or an appropriate person nominated by the Chair.

If the behaviour continues, the school will write to the complainant identifying the behaviour causing concern, explaining its impact, referring to this section and setting out the change requested.

Where contact causes significant disruption, the school may introduce proportionate communication arrangements, including:

- Providing a single point of contact.
- Specifying an appropriate method and reasonable frequency of contact.
- Arranging scheduled updates or meetings.
- Suggesting that the complainant appoints a representative or seeks support from an independent organisation.
- Introducing other reasonable arrangements appropriate to the circumstances.

These arrangements will allow the complaint to progress and will preserve a route for urgent safeguarding, welfare or safety information. Necessary communication about a student's education, health and welfare will continue.

The school will explain any restrictions in writing, including the reasons, their scope and duration, the review date and how the complainant may make representations. Continuing restrictions will be reviewed at least termly and sooner where circumstances change. Requests for review will be considered by the Chair of the Board of Directors or an appropriate nominee who was not responsible for the original restriction.

Serious threats, aggression or violence may require immediate protective action, including contacting the police, restricting access to school premises and providing support to affected faculty or staff. Any continuing restriction on access will be explained in writing and be subject to review.

Communication restrictions do not remove a parent's entitlement to use the applicable stages of this policy, including the Stage 3 Complaints Panel Hearing.

16.3 Serial or Persistent Complaints

Where a complaint has been fully considered through the applicable stages of this policy, the school may explain that its procedure has concluded and that it will not continue to reconsider substantially the same points without relevant new information.

The school may stop providing further substantive responses about that concluded complaint where:

- The applicable complaints procedure has been fully and properly followed, including access to Stage 3 where applicable.
- The school has taken every reasonable step to address the concerns raised.
- The complainant has received a clear statement of the school's position and the options available.
- Further correspondence repeatedly raises substantially the same points without relevant new information.

The decision will be made by the Head of School or, where the complaint concerns the Head of School, the Chair of the Board of Directors or an appropriate nominee.

The school will notify the complainant in writing, identifying the matter on which further substantive responses will cease and explaining the reasons.

This decision will relate to the particular complaint or correspondence, rather than to the individual. The school will continue to receive and assess new complaints, materially different concerns and relevant new evidence, including evidence relating to the previous complaint.

Safeguarding, child-protection, welfare and safety concerns will always be assessed and referred through the appropriate procedures. Statutory information rights and data protection complaints will continue to be handled under the relevant requirements and Section 15 of this policy.

16.4 Duplicate Complaints

If the school receives a complaint substantially duplicating one already considered under this policy, including from a partner, family member or another individual, it will assess whether it raises:

- A separate concern affecting that complainant.
- Matters which were not previously considered.
- Relevant new information or evidence.

Where there are no new matters requiring consideration, the school may explain that the issue has already been investigated and that the school's procedure has concluded. In doing so, the school will respect the confidentiality of the original complaint and those involved.

Where further consideration is warranted, the school will address the relevant matters through the appropriate stage of this policy: Stage 1 under Section 8, Stage 2 under Section 9, or Stage 3 under Section 10, as applicable.

Where appropriate, complainants will be directed to the external routes identified in Sections 15 and 17, according to the nature of their concern and the remit of the relevant body.

16.5 Complaint Campaigns

Where the school receives a large volume of complaints about the same topic or issue, particularly from individuals unconnected with the school, it may:

- Publish a general response on the school website.
- Send a consistent written response to complainants.
- Nominate a single point of contact to co-ordinate responses.

Any published or shared response will protect confidential information and personal data.

The school will assess whether individual complaints raise distinct circumstances, relevant new information or safeguarding concerns requiring a separate response. A collective response will not replace consideration through the applicable stages of this policy where an individual complaint requires it.

Complainants who remain dissatisfied may use the remaining applicable stages of this policy and the relevant external routes identified in Sections 15 and 17.

17 Further Complaints

17.1 If a complainant remains dissatisfied after the Panel, they may refer the matter to the Independent Schools Inspectorate (or to Ofsted for Early Years matters). Boarders may also use these contact routes directly if they wish. Contact details are below.

Independent Schools Inspectorate: CAP House, 9-12 Long Lane, London EC1A 9HA
Telephone: 020 7600 0100; Email: concerns@isi.net; Web: www.isi.net
OFSTED: Piccadilly Gate, Store Street, Manchester, M1 2WD
Telephone:-0300 123 1231; Email: enquiries@ofsted.gov.uk; Web: www.ofsted.gov.uk

TASIS England Complaint Form for Stage 2 complaints

If you have tried to resolve your complaint and wish to take the matter further, you may complete the form below and send it to the Head of School - bnixon@tasisengland.org. (If your complaint is against the Head of School, you should send the form to the Chair of the Board of Directors - dking@tasisengland.org)

Your Name:			
Address:			
		Post Code	
Telephone Number (Home):			
Telephone Number (Mobile):			
Name of student:			
Date of Birth of student:			

What is your complaint about and what would you like the Head of school to do?

Continue on a separate sheet as necessary

When did you discuss your concern/complaint with the appropriate member of staff?

Continue on a separate sheet as necessary

What was the result of the discussion?

Continue on a separate sheet as necessary

Signed: _____ **Date:** _____