



CIS Complaints Procedure

Scope

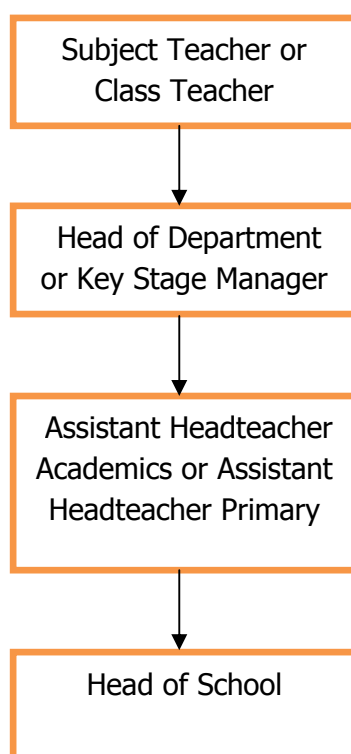
Problems can and do occur in any organization however, we are committed to providing a first class service and consequently this policy outlines the procedure for dealing with any difficulties you might encounter. All matters will be dealt with confidentially and sensitively.

Procedure

If there is a problem relating to your child, the following procedure should be followed depending on the nature of the concern. Concerns have been categorized into 3: Academic, Pastoral or Administrative.

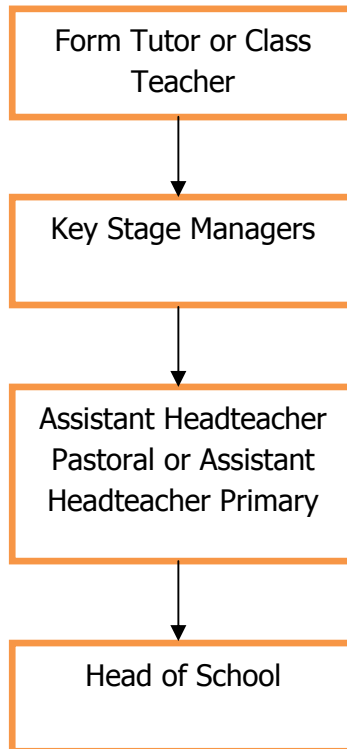
Academic

An example of a concern in Academics could be "I would like to discuss my daughter's test scores". Any subject or curriculum related concern should follow this procedure



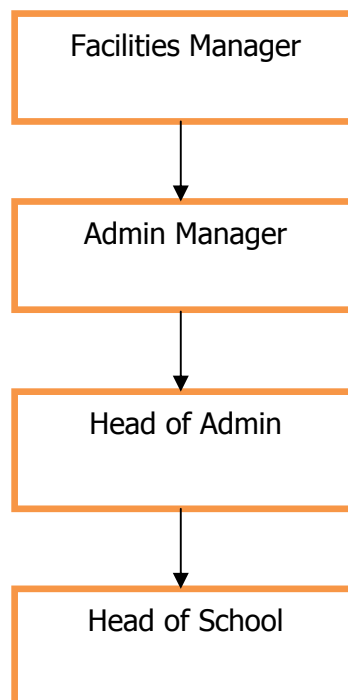
Pastoral

An example of a concern that is pastoral in nature could be "Our cat has an infection and my son is concerned the cat may not survive the infection. He is likely going to be moody today, please be on the lookout for him". Any wellbeing issues that is not purely academics in nature; this would include extra-curricular activities, assemblies, lateness, absence etc., should follow this procedure:



Administrative

An example of a concern that is administrative in nature could be "I have a new nanny and will need an ID Card made for him". Any administrative concern should follow this procedure:



If the parent/complainant is still not satisfied with the outcome of the procedure above or the complaint is relating to the Head of School or the complaint has not been resolved within 10 days of initiating the complaint, then the matter is referred to the complaints panel by the parent/complainant as a formal written complaint. On receiving the complaint, the Head of School will acknowledge receipt and explain what action would be taken.

When there is a panel hearing of a complaint, and where practicable, one person on the panel is independent of the management and running of the school.

The complaints panel is made up of the following people:

1. Head of School
2. Assistant Headteachers
3. Head of Admin
4. Human Resources Manager

A member of the panel that the complaint brought forward is within their area of operation would be absent from the panel during the meeting. The complainant is allowed to attend the panel hearing and he or she is allowed to have someone accompany them to the hearing.

The outcome from the panel meeting would be sent to the School Director. The School Director may discuss the outcome with the Advisory Board before a decision is made and communicated via email.

All records to be kept of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing (including a hearing before the complaint panel. All correspondence, statements and records of complaints will be kept confidential, except in cases where local legal requirements permit access. All formal complaints records would be stored securely in the school's Information Management System (SIMS) for a minimum of 3 years.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you [or your child] raises in good faith.

At each stage of the procedure, the school will want to keep in mind ways in which a complaint, if upheld, could be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part.

An email can be used to raise a complaint and complaints can be considered initially on an informal basis. However, if the complaint is formal, the complaint from below should be used.

Formal Complaints

Please complete and return to.....(Head of School) who will acknowledge receipt and explain what action will be taken.

Your Name:

Student Name:

Your relationship to the student:

Daytime telephone
Number:

Evening telephone
number:

Please give details of your complaint:

What action, if any, have you already taken to resolve your complaint:
(Who did you speak to and what was their response)

What actions do you feel might resolve the problem at this stage:

Signature:

Date:

OFFICE USE

Date received:

Date acknowledgement sent:

By who:

Complaint referred to:

Date: