

Parent Concern/Complaint Policy

Introduction

A concern is when expectations are not met but we are not at fault because we are following an agreed policy or procedure. A complaint is an expression of dissatisfaction or a wrong incident within the school.

BIPS recognises that Parents have the right to complain and have their concerns listened to. It is important that any concerns are addressed at the earliest opportunity. We need to know as soon as possible when parents or children are concerned or worried so that we can work together to find a solution

Aims and Objectives:

Brilliant aims to ensure that a concern or complaint is managed sympathetically, efficiently, impartially and resolved as soon as possible. We will try to resolve every concern or complaint in a positive way which is fair and consistent within the rules which it operates. It is designed so that all concerned have a fair opportunity to have their say and to be treated similarly.

At Brilliant we:-

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible**
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent person where necessary;
- respect people's desire for **confidentiality**;
- address all the points at issue and provide an **effective** response and **appropriate** redress, where necessary;

Brilliant welcomes all parents to school when a problem arises. Parents have many means in which a complaint/concern can be communicated including in person through reception, **D6** communicator and by telephone. Depending on the nature of the complaint/concern/suggestion, the matter will be taken up by the school.

Procedures

It is hoped that the majority of concerns and complaints can be dealt with informally. However, we recognise that in some cases parents may wish to have their concerns escalated to a formal complaint.

Informal Complaints

Stage 1: Parent completes a complaint/concern form at reception or through email.

Stage 2: A parent discusses their concern with the homeroom teacher. If their concern is not resolved then:

Stage 3: A teacher refers the matter to the Head of Department. The Head of Department discusses the matter with the relevant students and members of staff, arranges to meet with the parent and records the outcome of the meeting within 24 hours. If their concern is not resolved then:

Stage 4: The Head of Department refers the matter to the Principal, who will discuss the matter, collect all relevant information and arrange to meet/phone the parent with her findings within 24 hours. If their concern is not resolved then the matter will become a formal complaint.

Formal Complaints:

Stage 5: The parent writes to the principal asking for the formal stage of the complaints procedure to be initiated. The Principal will request that their concern is heard by a panel of at least 3 members of the Management Team within 3 days. If their concern is not resolved then:

Stage 6: The Board of Directors will investigate, make findings and recommendations and these findings and recommendations are provided to the complainant and, where relevant, the person complained about and the principal.

Written records will be kept of all complaints. These will include, for each stage of the complaints process, details of the complaint, evidence gathered, people involved and whether the matter was resolved to the satisfaction of various parties

All correspondence, statements and records of complaints are to be kept strictly confidential, except where access is required by legal and regulatory.

Brilliant International Private School Complaint Form

Please complete and return for the attention of the Principal and Board of Directors, who will acknowledge receipt and contact you the next School Day.

Your name _____

Date _____

Student's name _____

Your relationship to the student _____

Day time telephone number _____

Evening telephone number _____

Please give details of your complaint

FOR ADMINISTRATIVE USE ONLY

What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

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

Signature _____ Date _____