

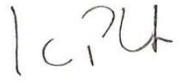


Concerns and Complaints Procedures

Adopted: August 2014

Revised/Amended: January 2016, January 2017

Next review: January 2018

CEO/Board		Principal 
 Head of Primary School	 Deputy Head of Secondary School	Other relevant staff

Distribution List:

- CEO/ Board
- Principal
- Section Heads
- Academic Staff
- Parents



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SCHOOL

Towards Excellence

School Vision, Mission and Core Values

Our Vision

Providing world-class education

Our Mission

To empower students with a holistic, rigorous and international education for success in an ever changing world

Core Values

Achievement | Collaboration | Integrity | Respect | Responsibility

Concerns and Complaints Procedures

PRINCIPLES

The Governing body and staff of RIS believe that the concerns of parents/guardians or third parties about the activities or actions of the School should be resolved swiftly and, if parents do have a complaint, they can expect it to be treated by the School in accordance with a set procedure.

This procedure differentiates between a concern or difficulty that can be resolved informally or a formal complaint that requires further investigation. The following procedures are flexible enough to be performed during a term and can be adapted, as appropriate, to individual cases and their circumstances.

Governors who are approached with a complaint will usually refer the matter to the Principal, unless the complaint is about the response of the Principal to a previous complaint, which in this case will be referred to the Board.

Separate procedures apply in the event that a Child Protection issue arises or if the Principal expels a student. Should you have any concerns about the **safety** of your child, immediately notify the person you believe is best placed to take urgent action and confirm this in writing to the Principal.



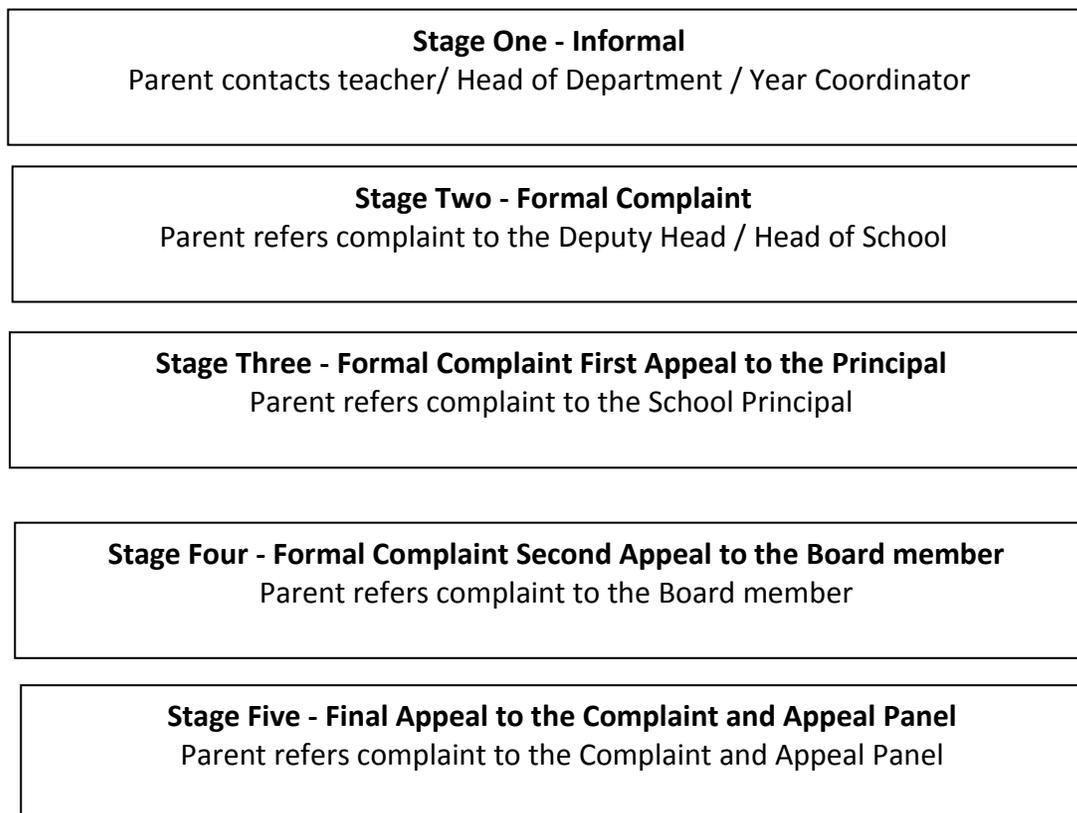
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A complaint is defined as - any issue of concern or difficulty raised by a parent.

An appeal is defined as - the process by which a complaint has been heard, judged by the school and a decision made that does not provide a satisfactory outcome in the opinion of the complainant.



Stage One: Informal

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

If parents/guardians have concerns they should normally speak to their child's Form Tutor/Class teacher, Year Coordinator. A matter raised orally may not necessarily be acknowledged by the school in writing.

Written notification of a concern will be acknowledged in writing within two working days during term time and as soon as practicable in the holidays. In many cases, the matter will be resolved promptly by this means to the parents' satisfaction. It is expected that in almost all cases this will lead to an agreement or understanding being reached between the various parties. The Class Teacher /Year Coordinator / Head of Department will make a written record of all concerns and complaints, and any responses, and the date on which they were received.

Where the first contact is directly to a Board member or the Principal, this will be initially treated as an informal complaint and will be referred back to the Head of School.





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Stage Two: Formal Complaint

Should the matter not be resolved within a reasonable time period or in the event that the Class Teacher / Year Coordinator / Head of Department and the parent / guardian fails to reach a satisfactory resolution then parents should promptly put their complaint in writing to the Head of School.

The Head of School (or their Deputy) will look into the complaint and respond to the parent in writing, stating clearly how the judgements were arrived at and made, based on the facts presented and further investigations.

The Head of School (or their relevant Deputy) will keep written records of all meetings and interviews held in relation to the complaint.

Stage Three: Formal Complaint First Appeal to the Principal

Should the matter not be resolved within a reasonable time period or in the event that the Head of School and the parent fail to reach a satisfactory resolution then parents should promptly refer their complaint to the Principal in writing.

The Principal will decide, after considering the written complaint, the appropriate course of action to take and would normally ask the relevant Head of School to investigate further.

The Heads of School will provide the Principal with all previous recorded documentation.

Once the Principal is satisfied that, as far as it is practicable, all of the relevant facts have been established, a decision will be made and parents/guardians and third parties will be informed of this decision in writing, normally within 5 working days of the decision having been made.

Third parties (i.e. those who are not parents/guardians of pupils at the School) should write directly to the Principal about any concern or complaint.

Stage Four: Formal Complaint Second Appeal to a Board member

Should the matter not be resolved within a reasonable time period or in the event that the Principal and the parent/guardian fail to reach a satisfactory resolution then parents/guardians should promptly refer their complaint to the Board member in writing.

The Board member will decide, after considering the written complaint, the appropriate course of action to take and would normally ask the Principal to investigate further or investigate further themselves.

The Principal will provide the Board member with all previous recorded documentation.

Once the Board member is satisfied that, as far as it is practicable, all of the relevant facts have been established, a decision will be made and parents/guardians and third parties will be informed of this decision in writing, normally within 5 working days of the decision having been made.

Third parties (i.e. those who are not parents of students at the School) should write directly to the Principal with any concern or complaint.



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Stage Five: Final Appeal to the Complaint and Appeal Panel

If parents/third parties are dissatisfied with the decision made they should write to the Board within 7 days of the date they have been notified of the decision, so that the matter can be referred to the Complaint and Appeal Panel for consideration.

Parents/third parties should ensure that a copy of all relevant documents and their full contact details accompany their letter, which should also state the outcome desired and all the grounds of the complaint. The Complaint and Appeal Panel will only be convened if Stages One to Four of this procedure have been followed, or Stage Three and Four for complaints from Third parties (i.e. those who are not parents of students at the School).

The Clerk to the Governors (Principal's PA) shall acknowledge the complaint and schedule a hearing to take place as soon as reasonably practicable but the Panel will not normally sit during half terms or school holidays. The Panel will consist of at least three persons not having detailed knowledge of or being directly involved in the matters detailed in the complaint. Each of the Panel members shall be appointed by the Board. The hearing will be chaired by one member of the Panel (chosen by themselves) and will be conducted in an informal manner. The clerk to the Governors will be asked to take a handwritten minute of the proceedings.

The parents/third party will be sent written notification of the date, time and place of the hearing together with brief details of the panel members. Parents/guardians will be asked to attend the hearing and may be accompanied by one other person; this may be a relative or friend. Legal representation is not normally considered appropriate.

If parents wish to bring a legally qualified person to act in their professional capacity, the parents should provide the School with at least 7 days' notice.

After consideration of all matters discussed at the hearing, the Panel will reach a decision (unless there is an agreed position) and may make recommendations, which it shall complete within 14 working days of the appeal hearing. The Clerk to the Governors will write to the parents/ third party, informing them of its decision and the reasons for it. The Panel's findings and recommendations, if any, will be sent in writing to the parents/third party, the Principal, the Governors and where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential.

The Complaint and Appeal Panel will be made up of:

- A Board member (who was not involved in Stage Four).
- A parent, who does not know the complainant or student.
- A teacher from a different section of the school who does not know the family or student.
- A School Leadership representative.



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Guidelines for staff

The office will not expect staff to leave lessons to answer telephone enquiries regarding complaints from parents. However, staff should respond to telephone messages and emails as in concurrence with the whole school policy on 'Communication with Parents', i.e. within 24 hours. Most minor issues can be resolved quickly but in the case of complaints concerning our policy or other members of staff, advice should be sought from Head of School or the Principal. Copies of all correspondence should be circulated to the Head of School (or Deputy) and a copy sent to the office for the pupil's school file.

Any member of staff who receives a complaint from a parent or student (or third party i.e. those who are not parents of students at the School) should record the complaint, the date received and any response that has been given.

Policy Review

This policy is to be reviewed by Principal and CEO every two years, though any deficiencies or areas of development will be remedied without delay.

Reviewed 2015

RIS

