

## Complaints Policy

### Chartwell International School Mission Statement

To provide a learning environment that supports academic achievement whilst promoting personal growth through the attributes of the IB Learner profile, within a caring international community committed to the traditional values of honesty, courtesy, respect, integrity and fair play.

### Purpose and Scope of Policy

At CIS we recognise the importance of regular interaction between faculty and parents so that student learning and development can be supported consistently. In the circumstance that parents have a complaint, the school will treat it in accordance with the following procedure.

### 3 Stages for complaints:

#### 1. Informal Resolution:

- a) It is hoped that most complaints and concerns will be resolved quickly and informally.
- b) If parents have a complaint or concern they should, in the first instance, contact their son(s)/daughter(s) teacher. In most cases, the matter will be resolved. If the teacher cannot resolve the matter alone, it may be necessary for them to contact the Head of Department / Year Group Leader/Key Stage Coordinator or Deputy / Head of School. Teachers and leaders should keep their own record of any such communications as it may be needed if the issue is not resolved at this stage.
- c) Any complaints made directly to the Head of School will normally be referred to the relevant teacher.
- d) After receiving the informal complaint, it should not take longer than 24 hours (one working day) for an acknowledgement to be sent back to the parents and no longer than a further 3 working school days to solve the issue.

#### 2. Formal Resolution:

- a) If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the relevant Deputy Head or Head of School who will decide, after considering the complaint, the appropriate course of action to take.
- b) The Deputy Head / Head of School will acknowledge the formal complaint within 24 working hours of receiving it and set a date for a meeting which should be no more than 3 working days ahead if possible.



- c) The Deputy Head or Head of School will speak to the parents concerned. He/she will normally contact relevant people to get background facts before replying to the parents.
- d) The Deputy Head or Head of School may need to carry out further investigations but we aim to complete any investigation and reach a resolution no longer than 7 working days after meeting with the parents.
- e) Parents will be informed of this decision in writing or in a face-to-face discussion if more suitable. The Deputy Head or Head of School will also give reasons for the decision.
- f) The School Secretary keeps records of all formal complaints, with a summary at the front of each complaint.
- g) If parents are still not satisfied with the decision, they should proceed to address the Head of School request a formal Panel hearing (Appendix A).

### 3. Complaints Panel:

- a) If parents seek to involve a panel (following a failure to reach an earlier resolution) they should submit a letter to the Principal stating that they wish to refer their case to a formal Complaints Panel. The Principal has been appointed by the Board to call hearings of the Complaints Panel.
- b) The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of two members of the Advisory Board and one person who is independent of the governance and management of the school. The panel will be appointed by the Chairman of the Advisory Board.
- c) 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.
- d) The hearing should be arranged within 15 working days of the letter being sent to the Principal requesting a panel hearing. Copies of any papers shall be supplied to all parties no later than four days prior to the hearing.
- e) The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- f) If possible, the Panel will resolve the parents' complaint immediately, without the need for further investigation.
- g) Where the investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within five working days after the hearing takes place.
- h) The Panel will write to the parents informing them of its decision and the reasons for it. The decisions of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the relevant Head of School, the Chairperson and where relevant the person complained of.
- i) The School Secretary keeps records of all Panel hearings, with a summary at the front of each complaint (Appendix A).



## Record-keeping

A written record of all complaints that reach the formal stage / panel hearing should be kept, including if the complaint was resolved and any action taken by the school as a result of those complaints. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where any other legal obligation prevails.

The number of formal complaints or panel hearings for the academic year is made available to those current or prospective parents who wish to know. Simply email [cambridge@chartwell.edu.rs](mailto:cambridge@chartwell.edu.rs) for information on this. This information is also displayed on our school website under the tab 'About us' and 'Policies in CIS'.



# Chartwell International School

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## Appendix A

### Complaint Summary Sheet (for formal/panel complaints)

Date formal/panel complaint received:	
Received by (full name):	
Acknowledgement of receipt of complaint sent: (name of person, date and method of communication):	
Name of person sending the complainant:	
Type of complaint (formal/panel if panel please state the names of the panel members):	
Subject of complaint:	
Name and class/tutor group of students involved in complaint:	
Date of resolution:	
If unresolved- dates of communications:	
Summary of complaint:	
Summary of resolution ( can attach extra sheets)	



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Action taken and by whom (including any changes needed to school policy and procedures):	
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Date \_\_\_\_\_

Signed \_\_\_\_\_

