



## **Complaints Policy**

Policy reviewed by: Philippa Mills : September 2017  
Next review date : September 2018

'School' refers to Cambridge International School; 'parents' refers to parents, guardians and carers. This is a whole school policy, which also applies to the Early Years Foundation Stage.

### **Complaints Policy**

All schools should aim to work collaboratively in partnership with parents. However, it is recognised that there are times when there will be issues that are not resolved to the satisfaction of parents and that they will wish to make a complaint. If parents have a complaint, the school will treat it in accordance with the policy and procedures detailed below. Responding to complaints will be given the highest priority by the school and will be dealt with comprehensively.

The school regards that a complaint is any matter about which a parent of a pupil is unhappy and seeks action by the school. Parents of EYFS pupils have a right to complain to Ofsted and/ or ISI if their complaint is about the fulfilment of the EYFS requirements. All complaints will be investigated and the complainant notified of the outcome within 28 days. A record of all complaints will be made available to Ofsted and/ or ISI on request. For contact details see the end of this policy. If a student is permanently excluded the parent may appeal using the complaints procedure. This policy is available on the school website or through application to the school.

The school will provide for a written record to be kept of all formal complaints that are made, and the action taken by the school as a result of these complaints (regardless of whether they are upheld). The school will ensure that all correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 108 or 109 of the 2008 Act requests access to them.

#### **Stage 1 – Informal resolution**

- We hope that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's form teacher. In many cases, the matter will be resolved immediately by this means

to the parents' satisfaction. If the form teacher cannot resolve the matter alone, it may be necessary for them to consult the Principal Teacher.

- Complaints made directly to the Principal will usually be referred to the relevant Form teacher unless the Principal deems it appropriate to deal with the matter personally.
- The form teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within 3 days and a response provided within 5 working days. If a response cannot be provided within that time, or in the event that the form teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal. The Principal will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Principal will meet with the parents concerned, normally within two days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Principal to carry out further investigations, in which case a definitive answer will be given within 10 further working days.
- The Principal will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for his/her decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

### Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Director of Schools Europe of International Schools Partnership, who will call a hearing of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of the Director of Schools Europe of International Schools Partnership, or his nominated representative who will be a Director of ISP, a second representative from ISP not involved directly in the running on the school and an independent panel member not involved in the management or running of the school.
- The Director of Schools Europe, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- 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 not later than three days prior to the hearing.

- 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.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should proceed.
- After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it.
- The Panel's findings and recommendation will be sent in writing to the complainant and where relevant, the person regarding whom the complaint was made, and made available for inspection on the school premises by the governing body and the Principal.

#### Recording of Complaints

- All complaints, and the outcome of the individual complaint, are duly recorded in the Complaints Register. The stage at which the complaint is concluded, whether at the preliminary stage or the final stage of a Panel Hearing, is appropriately noted.
- Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required by the school by paragraph 33 part 7 (k) of the Education (Independent Schools Standards) Regulations February 2015; where disclosure is required in the course of the School's Inspection; or where any other legal obligation prevails.
- A record of complaints is kept for three years
- There were no formal complaints for the year 2016/2017