



# Who to Contact & Complaints Procedure

## Document Control

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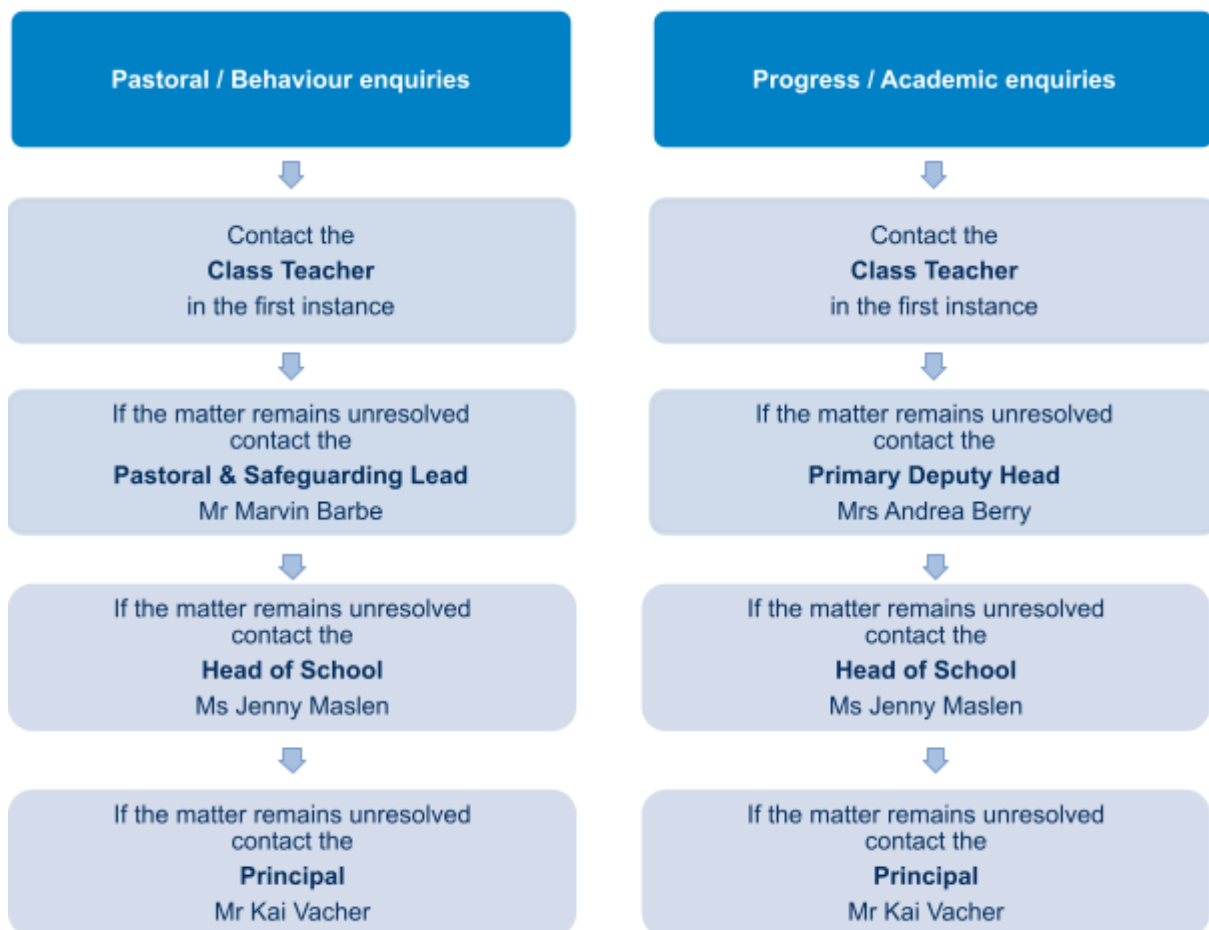
# Who to Contact & Complaints Procedure

## 1. Who to Contact

Strong links between the school and home are of paramount importance and we work very closely with our parents throughout your child's time at BSS.

The charts below are a good, well tried and robust guide to dealing with issues as they arise.

### Who to contact - Primary School

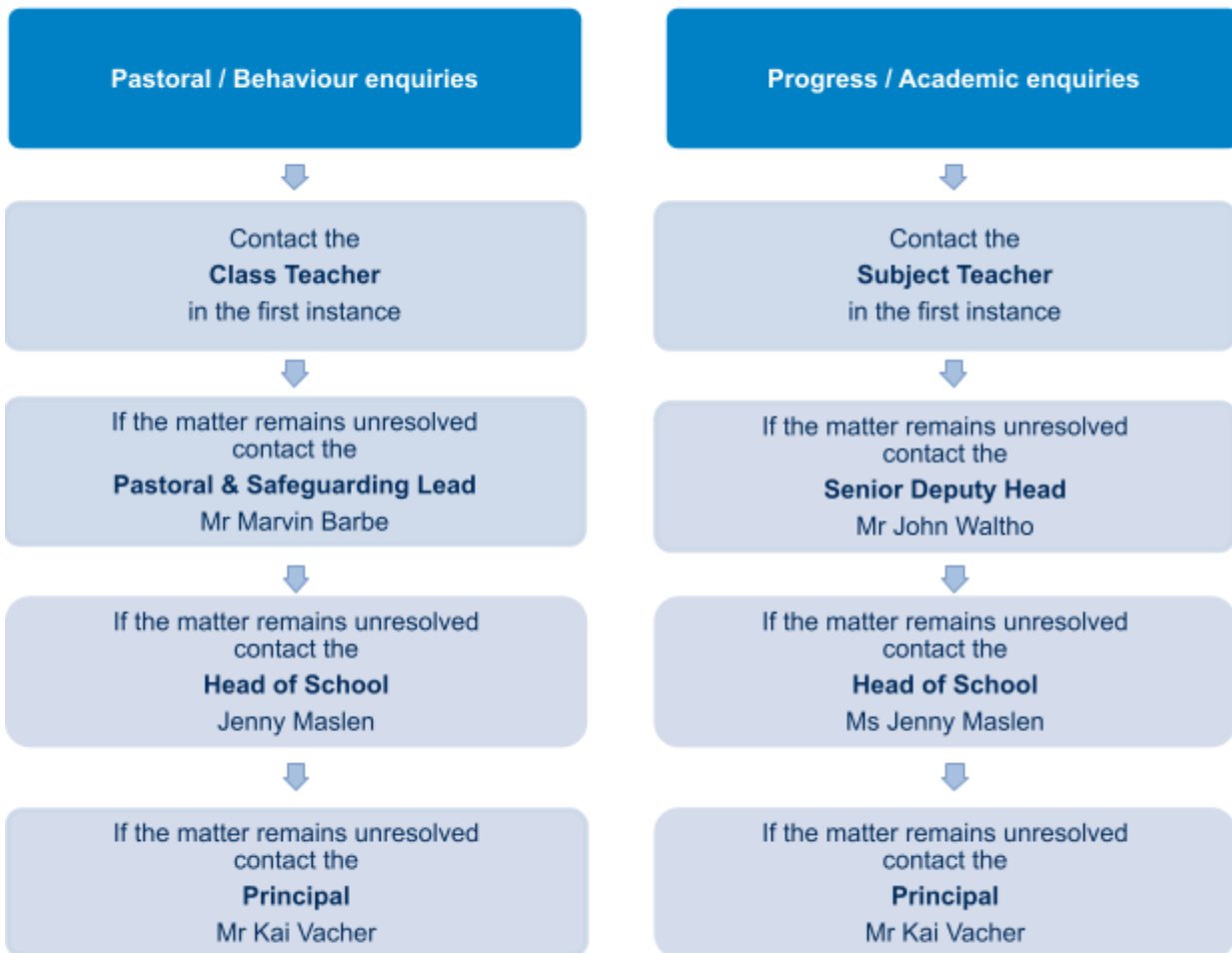


Please do not email staff directly. All staff can be contacted, in confidence, via the school on [admin@britishschoolsalsalah.com](mailto:admin@britishschoolsalsalah.com)

Responses will be given between 6am - 6pm Sun - Thurs only. Parents should not expect a response outside of these hours or at the weekend.

If your issues are not resolved via the methods above, please read on to find out about our complaints procedure.

## Who to contact - Senior School



Please do not email staff directly. All staff can be contacted, in confidence, via the school on [admin@britishschoolsalalah.com](mailto:admin@britishschoolsalalah.com)

Responses will be given between 6am - 6pm Sun - Thurs only. Parents should not expect a response outside of these hours or at the weekend.

If your issues are not resolved via the methods above, please read on to find out about our complaints procedure.

## 2. Complaints Procedure

We welcome suggestions and comments from parents, and take seriously any complaints you raise.

If you wish to make a complaint you can expect it to be treated in accordance with the following procedure:

### Stage 1 – Informal resolution

We hope that any problems will normally be resolved quickly and informally through discussion with the appropriate member of staff. Please see the “Who to Contact” charts above about who to contact with particular areas of concern.

In many cases, a complaint will be resolved by this means to the parents’ satisfaction. If the member of staff contacted cannot resolve the matter alone, it may be necessary for them to consult a more senior member of staff. In the majority of cases, a resolution (or action taken as part of seeking a resolution) can be expected within a few days.

The member of staff to whom the complaint has been directed will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved satisfactorily then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.

### Stage 2 – Formal Resolution

If you are not satisfied with the response you receive, you may wish to make a formal complaint.

You should write to the Head of School, giving clear details of the situation that concerns you, and stating that you wish to make a formal complaint.

### The response you will receive

The Head of School (or in her absence, the Primary or Senior Deputy Head), will endeavour to send an initial reply to your letter within five working days, explaining how she will proceed, and giving a date by which she will contact you again. In many cases she may need to discuss the matter with colleagues and consider it further before responding in full. Once the Head of School is satisfied that, so far as is practicable, all of the relevant facts have been established, she will respond. If a detailed investigation of the issues is needed, her full response will take the form of a letter or report telling you of the outcome of your complaint. It will explain his conclusion, the reasons for it and any action taken or proposed.

The Head of School will keep written records of all meetings and interviews held in relation to the complaint.

## Confidentiality

Your complaint will be treated confidentially as far as possible. Knowledge of it will be limited to the Head of School (relevant Deputy Head) and those directly involved. The Principal may also need to be informed.

It is BSS's policy that complaints made by parents should not rebound adversely on their children.

In some circumstances, it may be necessary to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would be likely to happen where, for example, a child's safety was at risk or if it became necessary to refer matters to the police.

Matters relating to specific complaints will be kept confidentially on file in accordance with BSS's Data Protection procedures.

Anonymous complaints may not be pursued, although they will also be kept confidentially on file.

Any action that needs to be taken under staff disciplinary procedures will be handled confidentially within the school.

## Stage 3 – Appeals

We hope that you will feel satisfied with the outcome of any complaint, and that your concerns have been fully and fairly considered.

If, however, you are not satisfied, you may write to the Principal.

A full report on the matter will be issued by the Principal, and he will examine the issue thoroughly before responding to you in writing. This may result in a positive solution, but if not, the matter will be referred to the Appeals Panel for consideration.

The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint and, where practicable, one member of the panel will be independent of the management and running of the school. Each of the Panel members shall be appointed by the Principal.

The Principal will invite you to a meeting with the Appeals Panel as soon as is practicable. It is their task to look at the issues in an impartial and confidential manner. You will be invited to identify any papers which you would like to have circulated prior to such a meeting. Copies of such particulars shall be supplied to all parties not later than five working days prior to the meeting. You may be accompanied to the meeting itself by one other person of your choice. This may be a relative, teacher or friend. Legal representation will not 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 be carried out. After due consideration of all facts it considers relevant, the Panel will reach a decision and may make

recommendations, which it shall complete within five working days of the meeting. The Panel will write to the parents informing them of its decision and the reasons for it.

The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, Board of Governors and, where relevant, the person complained of.

All formal complaints are logged on a confidential record in the Principal's office and the nature of the complaint (though not the names of complainant or employees involved) is reported at the following meeting of the School Development Committee.

### Whole School - Appeals

