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THE COMPLAINTS PROCEDURE

TEMA INTERNATIONAL SCHOOL

Complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the Senior Management Team (SMT), except where those complaints are deemed by SMT to be:

- Complaints in which either party has recourse to law or to another existing procedure.

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

COMPLAINTS PROCEDURE

To address complaints raised by parents/guardians.

1.1 Taking action on informal concerns at the earliest possible stage will reduce the number of concerns that develop into formal complaints.

1.2 This complaints procedure will be set aside in favour of other agreed procedure such as Child Protection, Special Education, Admissions, Suspensions and Expulsions, Bullying or Unsatisfactory Teaching Procedure.

1.3 The school does not deal with anonymous complaints (except for those concerning child protection matters) and therefore these procedures do not provide for a resolution of anonymous complaints.

AIMS

Our aims

- Respect confidentiality;
- Encourage resolution of problems by informal means wherever possible;
- Ensure a fair investigation;
- Inform SMT and Board of Governors so that services can be improved.

RIGHTS AND RESPONSIBILITIES

Rights of the complainant

Your complaint will receive:

- Fair treatment;
- Complaints will be treated as confidential. Allowing for the possibility that we may have to consult with other appropriate parties about your complaint;

3.2 Responsibilities of the complainant

We expect that you would:

- Raise issues in a timely manner;
- Treat our staff with respect and courtesy;
- Provide accurate and concise information

3.3 Rights of all parties

Complainant

The complainant may be accompanied by another person where it is accepted (by SMT), that this will assist the investigation and resolution of the complaint.

Staff

Staff may seek the advice and support and may also be accompanied by another person who (where it is accepted by the SMT), will assist the resolution of the complaint.

A member of staff who is directly referred to in a complaint will be provided with a written copy of the complaint and details of any information brought by the parent/guardian before being required to respond to the matters raised.

Legal Representation

Legal representation or representation by person(s) acting in a professional capacity **is not** permitted within this procedure

This procedure does not take away from the statutory rights of any of the participants.

3.4 Where the complainant is from SMT

Where the complainant is a member of the SMT, they will play no part in the management or appeal of the complaint as set out in this procedure.

THE PROCESS

At the informal stage your complaint should be raised by parents/guardians and dealt with by the teacher concerned. If you proceed to the formal part of the process, the Principal and the General manager will assume responsibility for the process, unless s/he is the subject of the complaint, in which case either the Principal or the General manager will assume responsibility. Should it be necessary, SMT and other key personnel will be responsible for establishing a Complaints Sub-Committee to investigate and resolve the matter.

MAKING A COMPLAINT

Informal Stage

5.1.1- Speaking with the Teacher concerned

A complaint should be raised verbally or by email with the teacher concerned, so that s/he may have an opportunity to address the issue(s).

A complaint may be raised verbally or by email with the programme coordinators or Principal

A complaint may be raised through the three-way interviews held every semester

If the complaint does not relate to a teacher in the school, it should be referred to the General Manager (GM)

5.1.2 - Contact the Principal if your complaint is against a member of staff other than the Principal

If your complaint remains unresolved following Stage 1, arrange a meeting with the Principal. Inform the Principal in writing, of the nature of the complaint so that this may be resolved without further delay. If further time is required, you will be informed of a likely date by which a response will be issued.

5.1.3 - Contact the GM if your complaint is against the Principal

If your complaint remains unresolved following Stage 1, you should write to the GM. Stage 4 of the procedure will then commence.

5.2 Formal Stage

Stage 3 – Writing to the Principal if your complaint is against a member of staff other than the Principal

You should write to the Principal, and state the grounds for your complaint as concisely as possible. You will receive a written acknowledgement of your letter within 3 working days.

5.3 Stage 4 - Writing to the GM

If you believe that your complaint has not been dealt with in a satisfactory manner following the completion of stages 1 – 3, or if your complaint concerns the Principal, you should write to the GM. You will receive a written acknowledgement of your letter within 5 working days.

5.4 Step 5 - Appeals Process – Appeals Sub-Committee of SMT

If you are dissatisfied with the decision of the SMT Sub-Committee, you may appeal the decision by writing to the GM within 10 working days of receiving written feedback from the Complaints Sub-Committee.

You will be invited to a meeting of the Appeals Sub-Committee where your appeal will be heard by an Appeals Sub-Committee of at least two members of the SMT or key staff who were not involved in the original investigation. You will receive a written acknowledgement of your letter within 10 working days. You will have an opportunity to explain the grounds for your appeal. This meeting will normally take place within 10 working days of your appeal request having been received.

Within 10 working days of this meeting, you should expect a final written response.

The decision of the Appeals Sub-Committee is final. At the end of the process the Chairperson will inform you, in writing, that the Complaints Procedure has been exhausted and that the matter is considered closed.

RECORD KEEPING

The Administration will maintain a record of all correspondence, conversations and meetings concerning your complaint. These records shall be held confidentially in the school and shall be kept apart from pupil records. All records will be destroyed four years after the date of the last correspondence on the issue.