



## COMPLAINTS POLICY

### Introduction

All staff at Regents International School Pattaya work very hard to build positive relationships with all parents. Complaints are kept to a minimum as we have very strong relationships with all invested in our school community. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately. Please see outline of the complaints procedure below.

### Aims and objectives

- ✓ To be fair, open and honest when dealing with any complaint.
- ✓ To give careful consideration to all complaints and deal with them as swiftly as possible; we aim to resolve any complaint through dialogue and mutual understanding. In all cases the interests of the child will be central.
- ✓ Personal information will be kept confidential.

### Informal Stage

Most complaints can be dealt with at this level through informal discussion with the member of staff involved, a Head of Year/Department or a member of the Leadership team. If a face to face meeting is preferred, parents/carers can make an appointment at a mutually convenient time to discuss concerns with the member of staff who knows more about the issue. We would expect most complaints to be resolved at this stage.

### Formal Stage

#### Stage 1

If satisfaction is not reached at the informal stage; the parents or staff members can refer the matter to the Head of Primary or Secondary School. If the complaint concerns the Head of Primary or Secondary School, then it should be referred to the School Principal. This should be in writing and make the situation clear to all concerned parties. The Head of School will contact the complainant to clarify the situation and what they want to achieve. A face to face meeting can be arranged if this is possible. Further investigation may be carried out at this stage e.g. talking to children or staff; this should be done within 3 school days. All parties concerned should then agree a satisfactory outcome. There should be a written, signed recording of this and a copy issued to all parties involved. (See appendix 2 for pro forma.)

#### Stage 2

If a resolution has not yet been achieved, then the complaint should be referred to the School Principal. If the complaint is against the School Principal then it should be referred to the Regional Managing Director. The Principal will contact the complainant to clarify the issues and what they want to achieve. A face to face meeting can be arranged if this is possible. Further investigation may be needed e.g. talking to children or staff; this should be done within 5 school days. All parties concerned should then agree a satisfactory outcome. There should be a written, signed recording of this and a copy issued to all parties involved.

#### Stage 3

If Stage 2 is not successful then a Complaints Committee can be assembled to consider the complaint. This would be a last resort, when all other avenues have been exhausted. The School Principal will appoint a member of the Senior Leadership Team (impartial) to gather evidence and conduct preliminary interviews. The investigating officer will provide a detailed report of his/her investigation of the complaint. Parents/carers will be given a copy of this.

The committee should be made up of three impartial members of staff (at the Principal's discretion) and meet at a mutually convenient time. The complainant, Principal, Chair of the committee and any directly involved member of staff



will be invited to this. Any invited person can bring a support if they wish. The Chair will present findings; considering all written material and give all parties a voice and the opportunity to question others present.

The Committee will ensure all are treated fairly and a careful written recording will be made of the meeting. The Committee will give a decision, in writing, within 5 school days of the meeting; this should include reasons for the decision made.

### **Final Decision**

If this school-based process does not resolve the complaint to the satisfaction of the parent/carer; they should write to the Regional Managing Director who will undertake his/her own investigation. The final decision regarding the resolution of the complaint will rest with Regional Managing Director.

**Please note: the school does not need to consider complaints made more than one year after the incident/situation.**

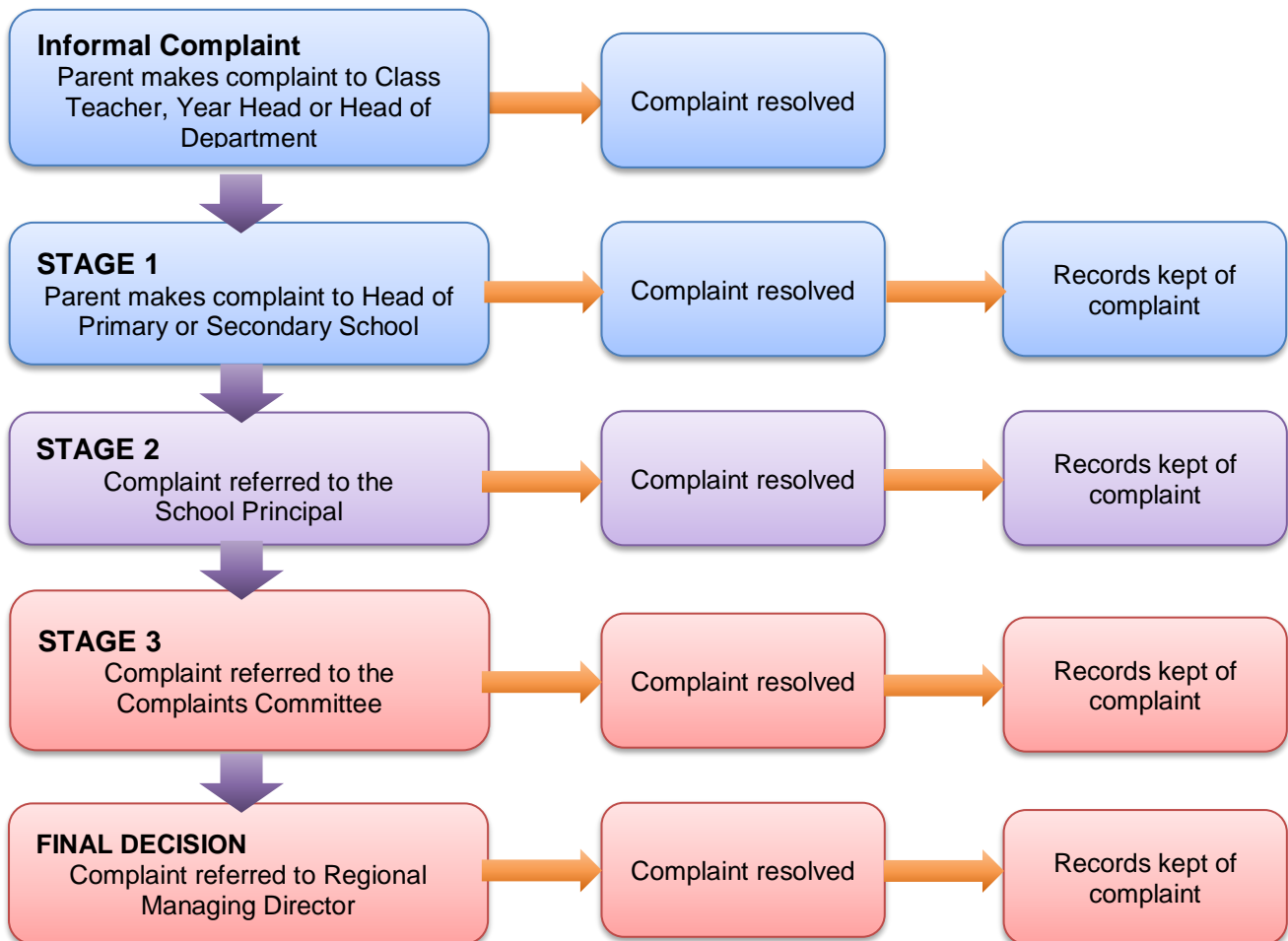
### **Responsibilities**

Regents International School Pattaya

- ✓ Has a duty to have a complaints procedure in place;
- ✓ Will ensure all school staff, parents and visitors are aware of and comply with this policy;
- ✓ Is responsible for ensuring the school complies with all equalities legislation;
- ✓ Is responsible for making sure all policies are available to parents;
- ✓ Is responsible for the effective implementation, monitoring and evaluation of this policy;
- ✓ Ensure formal complaints received by the school are recorded, along with how they were resolved;
- ✓ The Principal will monitor the process of dealing with the complaints;
- ✓ Should the complaint be made against the Principal, then the Regional Managing Director MD will deal with it;
- ✓ Any local, national or NAE company decisions that affect the complaints process will be taken into account and any necessary modifications will be made to this policy.
- ✓ Next review date: May 2019



**Appendix 1**





## Appendix 2

### Form for School Complaints Procedure

Please complete and return to the Head of School who will acknowledge receipt and explain what action will be taken.

**Your name:**

**Child's name:**

**Your relationship to the child:**

**E-mail address:**

**Mobile telephone number:**

**Please give details of your complaint:**

**What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response?)**

**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

#### **Official use**

**Date acknowledgement sent:**

**By whom:**

**Complaint referred to:**

**Date:**