



Complaints Policy

Introduction

The Head of School and School staff works very hard to build positive relationships with all parents. However, the School has put in place procedures 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 teacher immediately.

Aims and objectives

Our School aims to be fair, open and honest when dealing with any complaint. By "complaint" we mean an expression of dissatisfaction with a real or perceived problem. It may be that a parent (or pupil) thinks the School has, for example, failed to do something it should have done or acted unfairly or ineptly. We 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 and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

Use of this procedure

This procedure is to be used for all complaints, except where:

- the alleged conduct is covered by the "Child Protection Procedure" (see Child Safeguarding Policy)
- the complaint concerns an expulsion or required removal (see Behaviour and Discipline Policy); or
- the complaint is by a member of staff (employment contracts "Grievance Procedures"); or
- the complaint relates to the School's Admission Policy.

The complaint process

Informal resolution

Parents and carers should, whenever possible, seek an early and informal resolution of their concerns.

Making contact

Parents or carers with a concern about anything to do with the education that we are providing should first approach the child's teacher. The teacher will ascertain the nature and seriousness of the concern or potential complaint.

Record keeping

Unless the concern or complaint is minor and /or can be instantly dealt with, the teacher will make a written note of the details, including the date and time the complaint was made. Pupils and parent or carer are encouraged to give their names if making a complaint. Anonymous complaints are extremely difficult (sometimes impossible) to pursue, because of difficulties in collecting or clarifying evidence. Such complaints will be investigated so far as reasonable in all the circumstances.

Resolution by Head of School

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head of School. The Head of School considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage. In all cases, the School aims to do all it reasonably can to ensure that no complaint rebounds unfairly on any pupil.

If the problem is not satisfactorily resolved, the parent or carer will be informed that they may write to the Founder of the School within 10 days, fully explaining the complaint.

Resolution by the Founder

Within 20 school days following receipt of such complaint the Founder, having taken appropriate advice and (but only if the Founder deems it appropriate) having obtained further information from the parent or carer, pupil or relevant staff and/or having discussed the matter with the parent or carer by telephone or in a meeting, shall respond to him/her in writing.

Formal complaints

Resolution on appeal to a Formal Decision Panel

If a matter referred to the Founder is not resolved, the parent or carer may make application within 10 school days of receiving the Founder's written response to have the complaint heard by the Formal Decision Panel. The application must be in writing to the Head of Panel and state fully why the parent or carer considers that his/her complaint was not satisfactorily resolved by the Founder. The Panel must consist of at

least 2 members not directly involved with the complaint. The Panel must include at the hearing one person who is independent of the running or management of the School. In the event that a member of the Panel, except the Founder, has been a party to the original consideration, he or she may not attend the referral hearing. The panel may consider the substance of the complaint afresh as well as any procedural queries. The hearing will be held within 28 school days of receipt of the application by the Secretary and the parents, carer and/or pupil may attend. The parent or carer may have an external representative present who may speak on their behalf.

The decision of the full Panel, which shall be final, will be given to the parent or carer in writing within 14 school days of the review hearing.

One member of the panel will be the Head of school of the Lycee International Winston Churchill.

Records and Confidentiality

The Head of School shall keep written records of all complaints whether they are resolved at an early stage or proceed to appeal.

All documents relating to the complaint (mail, minutes, summary of meetings etc) will be filed and kept in a strictly confidential manner except where the Secretary of State or inspectors conducting an inspection under Section 162 of the Education Act or the French Inspectorate. The Board, the Head of School, the party raising the complaint and all parties involved in the complaint will be copied in all documents.

Monitoring and review

The Panel monitors the complaints procedure, in order to ensure that all complaints are handled properly. The Head of School logs all complaints received by the School and records how they were resolved. The Panel examines this log on an annual basis.

Policy required under IS Regulations Part 7 25(a)

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