

Complaints Policy January 2020

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1.0 Introduction

At The Lady Elizabeth School we want all members of our community to have a shared understanding of our vision, values, standards, policies and procedures so that we can all work towards creating a positive and ambitious learning environment for the pupils in our care.

2.0 Rationale

All schools should aim to work collaboratively in partnership with parents. However, it is recognized 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 or pupils do 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.

3.0 Stage 1 – Informal resolution

We hope that most concerns and complaints will be resolved quickly and informally. If parents have a concern 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 appropriate Academic Head.

Complaints made directly to the Head will usually be referred to the relevant Form teacher unless the Head 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.

4.0 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 Head. The Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head 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 Head to carry out further investigations, in which case a Definitive answer will be given within 10 further working days.

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

Once the Head 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 Head 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.

5.0 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 Chief Executive 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 Chief Executive Officer of International Schools Partnership, or his nominated representative, who will be a Director of ISP, the Head of the school and an independent panel member not involved in the management or running of the school, who may be a Head of another school within the Partnership.

If the Head of the school has already been involved in the handling of the complaint at Stages 1 or 2, an appropriate alternative person will be appointed to the Panel for the purposes of hearing that complaint.

The Chief Executive, 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 school working 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 is not accepted in these meetings.



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 parents, the Head and, where relevant, the person regarding whom the complaint was made.

Recording of Complaints

All complaints, and the outcome of the individual complaint, are duly recorded in the School 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 of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulation 2003; where disclosure is required in the course of the School's Inspection; or where any other legal obligation prevails.

6.0 Interpretation

In this policy the term "senior manager" means a School Principal, Head and their designated deputies.

This policy applies in all Schools and other work environments within the Partnership.

This policy applies within all companies, which are wholly owned subsidiaries of International Schools Partnership Services Limited, a company registered in England, registered number 08652527, and the terms "Partnership" and "Company" should be interpreted accordingly, dependent on the employing company.

The registered office of all companies is:

One Fleet Place,
London,
EC4M 7WS.

Any enquiries regarding the application of this policy should be addressed to the Director of Operations at:

33 Cavendish Square, London,
W1G 0PW.

Learning is the process of **repeated experiences** by which we hardwire **getting better at knowledge, skills and understanding** through **good struggling** in **different ways** and over **different time periods**.

V2.SBG/10/2020