



Parental Concerns & Complaints Policy

1. Introduction

- 1.1) We believe that our school provides a good education for all our children, and that the Principal and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are concerns or complaints raised by parents. The following policy sets out the procedure that the school follows in such cases.

2. Aims and objectives

- 2.1) Our school aims to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all concerns and deal with them as swiftly as possible. We aim to resolve any concern through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We aim to provide sufficient opportunity for any concern to be fully discussed, and then resolved before it escalates to a complaint.

3. The process

How to share a concern

- 3.1) If a parent is concerned about anything to do with the academic education or pastoral care that we are providing at our school, they should, in the first instance, discuss the matter with their child's teacher. Most matters of concern can be dealt with in this way.
- 3.2) Parents should contact the School Office to arrange for an appointment with the Form/subject teacher.
- 3.3) Office staff will contact the relevant member of staff and inform the parent of the appointment time. Alternatively, Japanese parents may wish to contact the Japanese Liaison Officer in the first instance.
- 3.4) All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a concern, so that they can take action before it seriously affects the child's progress.

What to do if the matter is not resolved through informal discussion

- 3.5) Where a parent feels that a situation has not been resolved through initial 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 appropriate member of the SMT or the Principal. The SMT & Principal consider any such concerns very seriously and investigates each case thoroughly. Most concerns are normally resolved at this stage.
- 3.6) Where a parent contacts the office at this point, the member of the office staff should note the concern and then arrange an appointment with the appropriate member of the SMT or Principal.
- 3.7) The Office will send an email to the appropriate member of the SMT, copied to all members of the SMT plus The School Director and Office Manager.

Sharing a concern about the Principal

- 3.8) Should a parent have a complaint about the Principal, s/he should first make an appointment to discuss it with the Principal. If still concerned, they should address their complaint to The School Director (Mr Robert Traill), who will investigate it. Mr Traill will make the ultimate decision, with consultation with the other members of the school board.



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APPENDIX 1: Who to contact at 3.5); 3.6)

Concern	Who to contact
Primary & Kindergarten Issues	Head of Primary
Secondary Curriculum Issues	Head of Secondary Curriculum
Secondary Pastoral Issues	Head of Secondary Student Welfare
Japanese Issues	Japanese Liaison Officer
Parents may also request to see the Principal regarding any issue	



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APPENDIX 2: PARENTAL/ PUPIL CONCERN FORM (office only)

Date:	Received by:
Name of Pupil: Nickname:	Year Group:
Form Tutor:	Concern raised by : _____ Relation with pupil:

Issue:

Description:	
Acknowledged by : Ms Lillian/ Ms Arlene	Signature : _____ date: _____

Appointment to be arranged with:	
Staff Name	Date

Action taken by school:

Attachments to this report?	Yes / No
Description of attachment:	

Email to Parents?	Yes/No	Parent's email:
Phone Call to Parents?	Yes/No	Contact number:



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Principal / School Director consulted Yes / No
