



The British Embassy School Ankara Complaints Procedure

This policy is made available to parents, children and staff (both current and prospective) on our website and on request from the school office.

Roles & Actions

We try to keep procedures for dealing with concerns and complaints as informal as possible.

The Head Teacher will act as Complaints Co-ordinator and will take the initial responsibility for handling complaints. *NB. Should the complaint be against or involving the Head Teacher then the Deputy Head will act as Co-ordinator.*

Action will be taken in accordance with the published guidance and recommendations by the DfES. However we note that certain forms of complaint, e.g. staff grievance or disciplinary procedures, may fall outside the scope of these general complaints procedures.

Procedure

[1] **Informal Stage** - In most cases complaints are successfully resolved informally. Parents with complaints are encouraged to approach their child's class teacher in the first instance. The ensuing discussion, with the intervention of a senior leader if deemed necessary, has the clear aim of resolving the matter within five working days.

[2] **Formal Stage 1** - If a complaint cannot be resolved in an informal way and/or the complainant still remains dissatisfied, he/she will be asked to put their complaint to the Head Teacher in writing, stating that they wish to make a formal complaint. The letter should include their name, the nature of their complaint and the reasons why they were dissatisfied with the response to the informal complaint.

The Head Teacher will;

- a) acknowledge the letter **within two working days**
- b) conduct an investigation and speak to everyone involved as soon as practicable (**usually within 10 working days**)
- c) provide a written response outlining how the investigation was conducted and the outcome, as well as offering the complainant the opportunity to discuss the outcome if appropriate. This will normally be **within two days** of completing the investigation
- d) advise the complainant that if they are dissatisfied with the outcome their complaint can be considered by the Complaints Panel of the Governing Body at Formal Stage 2.

[3] **Formal Stage 2** - If the complainant is not satisfied with the outcome of Formal Stage 1, he/she has the option of requesting a hearing to consider the matter. The complainant should write to the Chair of Governors stating the nature of the continued dissatisfaction and request that the complaint be referred to the Complaints Panel of the Governing Body.

The Complaints Panel will comprise at least three Governors who have not previously been involved in the complaint and/or do not have a pecuniary or personal interest and one person who is independent of the management and running of the school.

It will be inappropriate for the Complaints Panel to include teacher or staff governors.

A meeting of the Complaints Panel will be convened normally **within ten working days** of the request.

At least five working days before the meeting members of the Complaints Panel will receive;

- a) A copy of the original written complaint.
- b) An outline of any investigation carried out by the Head Teacher at Formal Stage 1.
- c) A copy of the letter sent to the complainant about the outcome at Formal Stage 1.
- d) A copy of the letter from the complainant expressing their dissatisfaction with the outcome at Formal Stage 1.
- e) A copy of the letter requesting that the complaint is heard by the Complaints Committee.

The complainant (accompanied, if they wish) and the Head Teacher will be invited to attend the meeting to state their case. Neither part is required to attend the meeting, in which case the Complaints Panel will consider the documentary evidence provided.

Children should not attend unless the Complaints Panel thinks it would be helpful, in which case they should seek written permission of the parents.

A copy of the findings and recommendations of the Panel will be given to the complainant and, where applicable, to the person complained about, the Chair of Governors and the Head Teacher, in writing **within two working days**.

A written record will be kept of all complaints, and whether they are resolved at the informal stage, or Formal Stage 1, or proceeded to a panel hearing in Formal Stage 2.

All correspondence, statements and records relating to individual complaints are kept strictly confidential except in cases where legal requirements permit access or enable restriction by local authorities.

The decision of the Complaints Panel is final.

Kenneth Page
Head Teacher

Reviewed by: Ken Page, Head Teacher – November 2015

Reviewed by: Ken Page, Head Teacher – October 2016

Next Review: September 2018

