



COMPLAINTS PROCEDURE

	Review History	
Date	Working group	Approved by SLT
June 2017	NA, DB, B, JD, AK, JP, MS	YES
August 2016	ELT	√

St. George's International School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Stage 1 - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have an academic complaint they should normally approach their son/daughter's Tutor/class teacher with their complaint in writing. As a matter of course, the Tutor/class teacher will keep Year Group Coordinator/ Head of Faculty fully informed on the discussions and any actions taken. If necessary the Tutor/class teacher will consult with the appropriate personnel. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Tutor/class teacher cannot resolve the matter in this fashion, it may be necessary for him or her to consult further with the Deputy Head & Academic Lead, Leader of Middle School or Head of Junior School.

In any other matters, the parent should address their complaints, in writing, directly to the Tutor/class teacher/ Year Group Coordinator.

Complaints aired directly to the Deputy Head & Academic Lead, Leader of Middle School or Head of Junior School will usually be referred to the relevant Tutor/class teacher to be dealt with unless the Deputy Head & Academic Lead, Leader of Middle School or Head of Junior School deems it appropriate for him or her to deal with the matter personally.

The Tutor/class teacher or relevant line manager will make a written record of all the complaints made and the date on which they were received. Should the matter not be resolved within an appropriate time (5 working days) or in the event that the Tutor/class teacher or any other member of the leadership team 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.

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 Deputy Head & Academic Lead. The Deputy Head & Academic Lead will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Deputy Head & Academic Lead will meet/speak to the parents concerned, normally within 1 to 2 days of receiving the complaint, to discuss the matter.

It may be necessary for the Principal to carry out further investigations.

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

Once the Principal 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 Principal will also give reasons for his/her decision.

If the complaint is about the Principal, then the School Board must be contacted who will then follow the necessary procedures.