

**COMPLAINT PROCEDURE AND POLICY**

APPROVED BY: PRINCIPAL	DEPARTMENT: ACADEMIC	REVIEW ANNUALLY	PUBLICATION DATE: JUNE 2026
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Overview & Rationale:

This complaint and grievance policy aims to resolve and manage staff, student, and parent complaints, grievances, and problems effectively and efficiently. It ensures that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

Scope:

The policy applies to all reporting of incidents and complaints by students, parents, and families with regard to their educational, social, and emotional needs.

IAS Complaint Procedures and Policy Team:

1. Principal
2. VP Academic/ VP Pastoral
3. Heads of Sections (KG and Elementary)
4. Supervisors
5. Teachers
6. Head of Parent Relations

Role and Responsibilities of IAS Complaint Procedures and Policy Team:

- The Principal will be responsible for:
 - ensuring all staff members, including new recruits, are familiar with the policy, reporting and recording procedures.
- The Vice Principal Academic will be responsible for:
 - identifying, understanding, and addressing academic concerns from parents, report complaints to principal.
- The Supervisors and Heads of Sections will be responsible for:

- identifying all possible administrative solutions and addressing issues in a timely manner ensuring the satisfaction of complainant and try to avoid further escalation.
- The Supervisors will be responsible for:
 - communicating proactively and positively with parents.
- The Parent Liaison will be responsible for:
 - communicating with parents, maintain a record of complaints and record required information. They also ensure the relevant member of the Senior Leadership Team is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution

Procedures:

Complaints Procedures for Parents

At International Academic School (IAS) we welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously. We encourage parents to bring these to our attention as early as possible so that we can rectify a problem or explain the school's position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

All staff endeavor to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. The school recognizes that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its staffing body, Middle and Senior Leadership Team.

Many worries or concerns can be managed without the need for formal procedures, providing that the concern is taken seriously and addressed at an early stage. In many cases, the class teacher will be the first point of contact so that the issue is resolved immediately. However, formal procedures will need to be invoked when initial attempts to resolve the issue remain unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Our school aims to be fair, open, and honest when dealing with any complaint. We consider 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.

It is inevitable in any institution that there are occasions when parents or other stakeholders are dissatisfied with the service provided. This Policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

We will ensure that:

- Parents who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realize that we will listen and take all complaints seriously
- We take appropriate action where necessary

How should I complain?

Parents who have a concern or complaint, should normally raise these in the first instance with their child's Class Teacher by letter, email, telephone or by verbally requesting a meeting. If the parent is not satisfied with the response of the Class Teacher or feels that the matter is sufficiently sensitive or serious, they should contact the Section Supervisor who will then be able to liaise with relevant staff, put the parent in contact with the Head of Parent Relations or refer the parent directly to the Vice Principal Academic. Parents may feel that they should contact the Principal directly, especially on a matter of great importance or sensitivity. However, matters usually must be referred to the Vice Principal Academic, therefore it is best to seek his/her advice in the first instance.

Parents can also write directly to the Principal if the matter is of serious concern, although the issue would still have to be referred back to and discussed with appropriate members of the School Management Team.

What will happen next?

If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately and to their satisfaction. If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter, and explaining how they/the school propose to proceed.

In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made. The parent will be given a date by which they will receive a further response. If a detailed explanation of the issue is needed, a letter or report will be sent to the parent as quickly as possible, informing them of the outcome of their complaint and will explain any action taken or proposed. Alternatively, the parent may be invited to a meeting at the school. The Principal's PA will keep a written record of all significant parental complaints and their outcome.

All complaints should be dealt with within 48 hours. Where a complaint is considered more complex and requires additional time for investigation, the Head of Parent Relations should inform the complainant with a realistic timeline.

Students Learning and Teaching

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided

Stage 2 - Forwarded to the Supervisor or Head of Parent Relations responsible for investigation and feedback

Stage 3 - Forwarded to the Principal for final resolution

Students Behavior, Emotional Wellbeing or Support

Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided

Stage 2 - Forwarded to the Supervisor to be resolved and feedback provided

Stage 3 - Forwarded to the Principal for final resolution

Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the Manager of School Operations to be resolved and feedback provided

Stage 2 - Forwarded to the Principal for final resolution

A Member of Staff

Stage 1 - Forwarded to the Vice Principal for investigation and feedback

Stage 2 - Forwarded to the Principal for final resolution

A Member of the Leadership Team

To be directed to the Principal for investigation feedback and final resolution

Confidentiality

Parental complaints or concerns will be treated confidentially and with respect. Knowledge of the complaint or concern will be limited to those directly involved in the complaints procedure. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk, or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

Staff Disciplinary Procedures

Any action taken under staff disciplinary procedures, following parental complaints, would normally be handled confidentially within the school. Parents would be informed that appropriate action has been taken.

What happens if a parent is dissatisfied with the outcome?

We will endeavor to ensure that all parents feel satisfied with the outcome and feel that their concerns have been fully addressed. If a parent is dissatisfied with the outcome, then they should take the following action:

- At Teacher level, contact the Supervisor or Head of Parent Relations
- At Supervisor level, refer the matter to the Vice Principal
- At Vice Principal level, write directly to the Principal

Complaints to the Principal

The Principal or the delegated representative will request a full report from the Vice Principal along with all relevant documents. Based on these, the Principal or the representative may decide to call for a briefing from individual members of staff. As the Principal, or the representative, starts to investigate the case he/she will write to the parent to inform them of the action being taken and will ask the parent if they wish to add what they have already said and will give a date by which the parent may expect a full response. The Principal or

the representative may be able to offer a new approach to the matter which may satisfactorily conclude the matter for the parent. The Principal response will be clear and detailed but if the parent remains dissatisfied the Principal will also offer a meeting.

If a meeting is requested those involved will be:

- The Principal or the representative
- The Vice Principal
- The relevant member of staff (if deemed necessary)
- The Parents

Pupil complaints, concerns, and counselling procedures

The principles which apply to parental complaints also apply to complaints and concerns from pupils. However, there are differences in approach. We believe that it is important that our pupils should be able to raise concerns with any member of staff with whom they feel comfortable. Students may also email their concern to make a staff member aware of their concerns confidentially.

Pupils may also raise concerns to the School Counsellor. At the start of each year, the class teachers will explain these procedures to their students appropriately to their age. The school is determined to ensure that all pupils know whom they can turn to.

Feedback Procedure

It's important for us to understand what our parents and visitors perceive as our strengths and likewise what recommendations for improvement to our service they would like to see take place. This can be achieved in the following ways:

- Email or verbal conversation with our Head of Parent Relations
- Email or verbal conversation with the relevant class or Section Supervisor
- Feedback via the generic school email address found on our website.

When an issue is more pressing than simple feedback and an informal or formal complaint is deemed necessary, the Complaints Procedure outlined should be followed.

Monitoring and Recording

- The number of formal complaints per term should be an indicator of how the school is meeting the needs of its students and addressing customer satisfaction
- Patterns and trends should be highlighted by the Senior Leadership Team and proactive actions should take place to prevent re-occurrence

Evaluation

Each member of the Senior Leadership Team will be responsible for investigating the process of an unresolved complaint relating to their team, to evaluate the effectiveness of the process in handling the complaint in accordance with this policy.

Feedback should be given for improvements in process to the Principal.