The British School

Complaints Procedure

Aims
The aim of this procedure is to ensure a fair, effective and as rapid as possible resolution of all parent complaints. NB The expression ‘parents’ refers to those having parental responsibility for the child.

TBS Parent Complaints: Some key principles

i) Time limits
Effective and fair resolution of concerns usually requires that they are brought to the school’s attention promptly. To be considered under this procedure, complaints should normally be brought within three months. However, even where complaints have been made within three months, if a delay may have prejudiced an effective and fair resolution, The Board of Governors may judge it inappropriate to deal with the complaint.

ii) Record keeping
Correspondence, statements and records relating to individual complaints will be kept confidential and shared only if necessary, such as if asked for by an inspection team or as a part of legal obligations.

iii) Professional judgement
Where the judgement of a member of school staff is subject to complaint, the Principal will determine whether the judgment was exercised fairly and reasonably according to The British School’s standards. There may be more than one fair and reasonable response to a situation.

iv) Role of Governors
If a Board member is approached by a parent, they should refer the parent to the relevant teacher, or in the case of a confidential complaint, to the Principal. In the case of a written complaint, the Parent Liaison Officer should send a holding reply and refer the issue to the Principal and the relevant committee or to the Chair of Governors for discussion and resolution. With swift referral, many concerns can be informally resolved.

Complaints Procedure

Stage 1 - Informal resolution

- It is hoped that most complaints and concerns will be made, considered and resolved quickly and informally.
- If parents have a complaint they should normally contact the class teacher (Primary) or form mentor (Secondary) or the relevant Assistant Head (AH) as appropriate. In many cases, matters can be resolved straightaway to the parents’ satisfaction. In some cases, it may be necessary to consult with other colleagues within the school.
- The teacher or AH will make a note of all complaints on Engage (the school management system) and if the matter cannot be resolved within 10 school days the parents will be advised to proceed with Stage 2.

Stage 2 - Formal resolution

Part A – School Level

- If an informal resolution cannot be reached, the complaint should be put in writing to the Principal as soon as possible. The Principal will respond to the parents within 10 school days.
- The Principal will keep records of all meetings and interviews for three years.
- Once the Principal is satisfied that, so far as is practicable, all relevant facts have been established, a decision will be made and parents informed in writing.
- Complaints about the Principal should be made directly to the Chair of the Board of Governors (see part B below)
Part B – Board of Governors Level (Parent Liaison Officer)

- If parents are not satisfied with the Principal’s response the parents should write within 10 working days to the Parent Liaison Officer (c/o The British School, Lalitpur, Kathmandu PO Box 566).
- The Board of Governors Parent Liaison committee will investigate the matter and aim to respond to parents within 15 school days of receiving the complaint. Written records will be kept and in complex cases the committee will advise parents of the timescale of the investigation.
- If a complaint is made to the BOG Parent Liaison Committee before a formal complaint is made to the Principal, the matter would normally be referred to the Principal to investigate.
- If parents are still not satisfied with the decision they could proceed to Stage 3

Stage 3 – Board of Governors Panel Hearing

- If parents are not satisfied with the BOG Parent Liaison Committee response they can request a panel hearing of the Board of Governors by writing to the Chair of Governors and setting out the reasons for the request.
- The BOG Chair will then convene a temporary complaints committee to hear the complaint.
- A hearing should take place within 25 days of receipt of the letter and the parent is entitled to be accompanied to the Panel Hearing.
- All documentation relating to the complaint should be shared 7 days in advance of the hearing. After hearing the complaint, the complaints committee will respond in writing within 5 working days informing the complainant, and where relevant the person complained about, of its decision and the reasons for it alongside recommendations for the future.

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