



Acacia International School

Complaints Policy

1. Introduction

At Acacia International School, we undertake to create a safe learning environment in which every member of the school community feels safe, valued and respected and where each child can to develop their social, emotional and academic competence to enable them to thrive. We aim to work together as a community of learning and welcome questions, comments and suggestions for improvement. We aim to deal with all worries and complaints in a positive and supportive manner. If parents or other members of our school community do have a complaint, they can expect it to be treated by the school in accordance with the following procedure:

- Stage 1: Informal Resolution
- Stage 2: Formal Resolution
- Stage 3: Panel Hearing

2. Stage 1: Informal resolution

In most cases the teacher should be the first point of contact and we aim to deal with all concerns quickly and effectively. The teacher may ask you to make an appointment to ensure that we allocate sufficient time to listen carefully to your complaint.

If for any reason the teacher is unable to meet with the parent, he / she will ask the Principal or their representative to informally meet with the parent.

A note will be made of all concerns or complaints and the date on which they were received.

Occasionally these discussions do not always resolve your concern, and if you are still dissatisfied your concern will become a formal complaint.



3. 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 Principal of Acacia International School (or Chair of Governors if the complaint is about the Principal). Complaints may be submitted via sealed letter handed in to the school office via email to head@acaciaschool.com (Principal) or chair@acaciaschool.com (Chair of Governors). The complaint will be acknowledged in writing.

As part of the school's consideration of your complaint, you may be invited to a meeting to discuss the complaint and to discuss any further details. If you wish, you can ask someone to accompany you, to help you explain the reasons for your complaint.

A designated member of the leadership team or board of governors will carry out a full investigation of all matters relating to your complaint. Where necessary they will talk to witnesses and take statements from others involved.

If the complaint centres on a pupil, the school will talk to the pupil concerned and, where appropriate, others present at the time of the incident in question. The school will normally talk to a pupil with a parent or carer present.

If the complaint is against a member of staff, it will be dealt with under the school's internal, confidential procedures.

Written / typed and dated records of all meetings and telephone conversations, and other related documents will be kept.

Once the school has established all the relevant facts, they will send you a written response to your complaint. This will give a full explanation of the Principal / Chair of Governor's decision and the reason for it. If follow-up action is needed, the school will indicate what we are proposing to do. We may also invite you to a meeting to present this decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

4. Stage 3: Panel Hearing

If your concern has already been through Stage 1 and 2 and you are not happy with the outcome, the next step is to make a formal complaint in writing to the Governing Body. Address



a sealed letter to The Chair of the Board of Governors, and deliver to the Acacia Office or email chair@acaciaschool.com.

The Chair of Governors has discretion to agree to a complaint review panel if she / he feels it would be helpful in resolving the complaint.

The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint; two will be Governors and one shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chair of Governors.

The aim of the complaints review panel is to resolve the complaint and to achieve reconciliation between the school and the parent(s). However, it may sometimes only be possible to establish facts and to make recommendations, which will reassure you that the complaint has been taken seriously.

The format of such a meeting would be for you to attend, to present your case and allow the governing body to take evidence. A separate meeting will then take place to allow the school staff to do the same. With agreement of the Chair of the Panel, the Headteacher may invite members of the staff directly involved in matters raised by you to attend the meeting.

Should the Governing Body agree to hold a complaints review panel meeting you will be informed of the date, time and place of the meeting by letter. The letter will also explain what will happen at the meeting and inform you that you are entitled to be accompanied at the meeting by one other person. Legal representation is not appropriate.

As a general rule, no evidence or witnesses previously undisclosed should be introduced into the meeting by any of the participants.

The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the Chairman of Governors and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially, and we request that parents likewise respect confidentiality.

Policy Date: 13th June 2017

Next Review Date: June 2018