

BISC COMPLAINTS POLICY



BISC prides itself on the quality of teaching and pastoral care provided to its pupils. From time to time, however, parents may wish to raise concerns with the School. In such cases, they can expect it to be treated by the School in accordance with the School's Concerns & Complaints procedure, as set out below.

All teachers, administrators and Board members are aware of this protocol and operate within it. Parents and prospective parents are provided with this policy via: parent handbook, school website.

The Junior School and the Senior School keep separate records of complaint (and how they were resolved). The Principal keeps a central record for the two schools.

Stage 1 - Informal Resolution

- It is hoped that most complaints or concerns can be resolved quickly and informally. At all times staff will listen carefully and patiently to you; in doing so, they will recognise that the issue is of concern to the parent or pupil.
- If parents have a complaint they should normally contact their son/daughter's Tutor in the Senior School or Class teacher in the Junior School. You should be told that it is the School's policy to respond to the verbal complaint within 2 working days, even if the issue cannot be entirely resolved in this time.
- In many cases, the matter will be resolved straightaway to the parents' satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult the respective Head of School (Juniors or Seniors).
- If parents have a complaint about a member of staff they should approach the Head of School (Juniors or Seniors) directly.
- Complaints made directly to a Head of School will usually be referred to the relevant teacher unless he deems it appropriate to deal with the matter personally.
- The Tutor /Class teacher will make a written record of all concerns and complaints and the date on which they were received. This will be passed to the respective Head of School (*Parent Interview Form 1*). Should the matter not be resolved within an agreed timeframe or in the event that the teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint *in writing* in accordance with Stage 2 of this Procedure.

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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, perhaps using the *BISC Complaint Form* (see below). The Principal will decide, after considering the complaint, the appropriate course of action to take. At this stage, the complaint will be officially registered, in addition to further written records being made.
- In most cases, the Principal will meet the parents concerned, normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary, however, 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 decision.
- In the unlikely event that parents are not satisfied with the decision, they should proceed to Stage 3, where they are entitled to an independent hearing.

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Stage 3 - Panel Hearing

- Parents should only invoke a panel hearing following a failure to reach an earlier resolution. At this stage, they will be referred to the Secretary to the Board of Directors, who has been appointed in this respect to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, and one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman of the Board and two shall be members of the school's Board of Directors. The Chairman of the Board of Directors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 10 days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing by the Secretary to the Board of Directors.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. At the hearing, you may wish to be accompanied by a friend, in a neutral but supportive role.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within seven days of the Hearing. 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 Board of Directors and (if relevant) the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. The School's external inspectors (ISI) may need to sample evidence of complaints however, and will in such circumstances be given access to complaints evidence.

The Chairman of the Board of Directors can be contacted in writing (c/o the School) or by email: bod@bisc.edu.eg All matters will be treated in strict confidence. External inspectors (ISI) may request that the school shows recent records of complaints and how they were dealt with and, again, this will occur in strict confidence.

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BISC Complaint Form – Stage 2

Please complete and return to The Principal who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Please give details of your complaint.

*What action have you already taken to try and resolve your complaint?
(Who did you speak to and what was the response)?*

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

Official use

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Date acknowledgement sent by The Principal: