



Nottingham British School of Kuwait

Parent Complaints Policy

2023/24

Complaints Policy for Parents

The school has, and follows, an appropriate policy on responding to complaints that is compliant with the relevant regulatory standards and Independent Schools Inspectorate requirements. This policy applies to the whole school. Any concern raised by a parent should be within a reasonable timeframe - within 90 days of the event.

However, there is a recognition that a parent may, where relevant, refer back to something prior to this time to add context to a specific situation, development, or concern. Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint.

This policy does not cover suspensions and expulsions - see Behaviour Management Policy.

Introduction - The 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 to be treated by the school in accordance with this Procedure.

Stage 1 – Informal Resolution

At Nottingham British School, we welcome suggestions from you for improving our school. We value the relationships that we have with you our parents and we hope that if you are unhappy about anything that is going on in or related to, the school you would feel able to come in and talk to a member of our SLT about it.

Many complaints arise from a misunderstanding, or from a lack of communication, so speaking to the Class Teacher initially or the Head of Year/HOD/Achievement Leader is usually the best way of resolving these situations. Please feel free and encouraged to contact the school and we will arrange a meeting with you as soon as is practically possible. Sometimes a quick message on Edunation to the appropriate member of staff and subsequent reply may well resolve the issue. If we are not aware of the concern, we cannot begin to address it.

- It is hoped that most complaints will be resolved quickly and informally. If parents have a complaint they should normally contact their child's Class Teacher (Pre Kg - Year 6) or Form Teacher (Years 7 - 12). In most cases, the matter will be resolved straight away by this means to the parents' satisfaction.

- If the Class/Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Year/Achievement Leader, a member of the school's Leadership Team; Vice Principal, the Principal, and then the Director.
- Complaints made directly to a Head of Year/Achievement Leader, a member of the school's Leadership Team; Vice-Principal; Principal, or the Director will usually be referred to the relevant Class/Form Teacher in the first instance unless the Head of Year/Achievement Leader, member of the school's Leadership Team; Vice-Principal; Principal or the Director deems it appropriate for him/her to deal with the matter personally.
- Should the matter not be resolved within **5 working days**, or in the event that the Class/Form Teacher 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 (email or letter) to the Director making it clear that they are looking for a formal resolution of the complaint.
- The Director will decide, after considering the complaint and investigating (using camera footage in some circumstances), the appropriate course of action to take, resulting in the complaint being resolved. The Director will speak to the parents concerned, normally **within 10 working days** of receiving the complaint. By this stage, a resolution will be reached.
- The Director, if not conducting the investigation, will be fully apprised of the ongoing situation. It may be necessary for the Director, if not the lead respondent, to carry out further investigations if the parents are not satisfied with the outcome.
- Once the Director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision or conclusion will be made and parents will be informed in writing, or by email, by the Director of this decision or conclusion. The Director will also give reasons for his decision or conclusion. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Video Footage

In most circumstances, the outcome of an investigation is based on video footage. This footage is obtained from the designated person (normally the Head of ICT). Only the School's Director, School Principals, or School Social Worker can ask for video footage to be scrutinised.

It is a matter of **MISCONDUCT** for a Class Teacher or Head of Year/Achievement Leader to ask for footage without the consent of the Principal or Director.

Stage 3 – Panel Hearing

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they must write to the School Owners, who will acknowledge receipt of the complaint.

The matter will then be dealt with by the owner making a decision based on the evidence provided by the Director and Parent.

The parents may be invited to a meeting and he/she can be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Parents are not entitled to insist on legal representation at a hearing.

- If possible, the owner will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the owner will decide how it should be carried out.

In keeping with BSO guidance, this procedure provides for a written record to be kept of all complaints, and action taken by the school, regardless of whether they are upheld; provides that correspondence, statements and records relating to individual complaints are to be kept confidential, except where local requirements permit access.

Parents are advised that they are also able to make a complaint to the Ministry of Education, local context of Kuwait if they are unhappy with the findings of a Stage 3 Hearing.

NB: Any complaints raised immediately before or during school holidays will be dealt with as soon as is practically possible.

For mid-term breaks of 1 week or for religious holidays and long weekends, the working day stipulations remain the same as for term time.

For the longer winter, spring and summer holidays, it may be impossible to fully and appropriately investigate a complaint raised shortly before or during the holiday. Every effort will be made to make contact with those concerned and the school will endeavour to resolve the situation. The Director will communicate directly with the complainant updating them and, where possible, the same working day deadlines will be applied. However, these may not be achievable and parents will be made aware of how the school intends to proceed.

The Director must keep record of all Complaints and their outcome.

A formal document outlining this must be shared annually with the School Owners.

1. Number of Stage 2 complaints in the whole school in the last year

2. Number of complaints Stage 2 complaints in the Early Years Foundation Stage in the last three years.
3. Number of complaints in the whole school to go to Stage 3 in the last year

NB: Should the complaint be a Child protection Issue, please review the school's [Child Protection Policy](#).

Reviewed:	24th May 2023
To be reviewed:	Annually by 31 st May 2023
Responsibility:	Principal