

COMPLAINTS PROCEDURE

Complaints made directly to the Principal will usually be referred to the relevant Form Tutor unless the Principal deems it appropriate for him to deal with the matter personally.

The Form Tutor will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within a few days or in the event that the Form Tutor and the parent fail to reach a satisfactory resolution on an informal basis then parents will be advised to put their complaint in writing to the Principal. After considering the complaint the Principal will decide on the appropriate course of action. Please note that we will not rush into a decision. We hope you will appreciate that our response will be “considered”.

In most cases the Principal will meet the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Principal to carry out further investigations. The Principal will keep written records of all meetings and interviews held in relation to the complain.

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.

Confidentiality

All correspondence, statements and records relating to individual complaints are kept confidential except where a body conducting an inspection requests access to them.

It is hoped that parents and the public will always feel able to complain in person. However, if an anonymous complaint is received it will be recorded in the Complaints Log. The Principal will decide what, if any, action should be taken as the result of such a complaint.

General Policies and Conclusion

As a new school, Straits International School shall be continuously creating, updating and improving its school policies. This is normal. In this event, where a policy directly involves the parents we shall seek to consult where appropriate and inform parents of a change in policy.