



**British International School
of Timisoara**

We Provide the Foundation on Which Our Children Can Flourish

School Policies

Complaints policy & procedure

Approved by:	Head of School	Date: May 2019
--------------	----------------	----------------

Last reviewed by:	School Leadership Team	Date: June 2020
-------------------	------------------------	-----------------

Next reviewed by:	School Leadership Team	Date: June 2021
-------------------	------------------------	-----------------

Complaints policy

General

The British International School of Timisoara (BIST) is a coeducational private school following a British based curriculum and accepting children aged between 4 and 16. The school will grow gradually, and we will start admitting children at Key Stage 5 in the academic year 2022 – 2023.

The British International School of Timisoara will offer its students an international experience through a British-based curriculum adhering to the guidelines of the Department for Education in England, Council of British International School and assessed by Cambridge Assessment International Education. Our qualified, internationally experienced and dynamic educators will teach all subjects in English, with the exception of the lessons of Romanian, which are taught by qualified and engaging local teachers.

Our Vision

*We provide the Foundation on which our Children can Flourish
Inspiring our students to Learn and Live with Purpose*

Our Mission

Building a community of learners where students are given meaningful opportunities to learn, experience, grow, succeed and excel in all areas of their academic and personal development

Our Core Values

*We Think, We Explore and We Learn
We Listen, We Respect and We Care
We Speak Up, We Participate and We Strive*

At BIST we want to ensure that all members of our community understand and adhere to our school ethos and values. Rules and regulations will be in place to protect all members of the community and to give everyone equal opportunities for development and progress.

Introduction

At BIST we believe that parent feedback is important. For this reason, we encourage our parents to raise their concerns directly with the appropriate teacher, or a member of the School Leadership Team, if required. We will always take concerns raised seriously, carry out a thorough investigation if needed, and reply to the parent or parents raising the concern within an acceptable period of time.

Parents should raise concerns or complaints with members of staff either in person, or in writing by email. We advise that for all email correspondence relating to concerns raised that the relevant Head of School is in cc. All concerns raised will be logged in the Parent Complaint File for future reference.

We ask that any concerns raised, or complaints made relate directly to a child of the parent making the complaint and should be about matters relating to health and safety, student support and academic progress or staff professionalism.

Any Child Safeguarding concerns should be addressed directly to the relevant Head of School.

Distribution

This policy shall be available online, on the School's website; it shall be made available in print upon request to any parent or pupil requesting it. This policy is meant for the use of the School's parents and pupils, and may not be used by a third party or by a member of staff in relation to BIST.

Complaints policy

Stages of resolution

It is hoped that most concerns and complaints will be resolved quickly and informally.

- In the first instance, any issue or complaint of an academic, pedagogical, pastoral care nature should be raised directly with the class teacher or form teacher.
- If he / she cannot resolve the matter, the complaint will be brought to the attention of the relevant Head of School; (PS/SS)
- If the problem is still not resolved, it should be brought to the attention of the Head of School
- If the problem is still not resolved, it should be brought to the attention of the School Board (Chair of the School Board).
- Cases of extreme gravity (including Safeguarding issues) will be presented to the Head of School immediately (or school DSL in case of Safeguarding issues)

Tracks of complaint and responsibilities

It is important to develop good communication protocols, in order, to solve any issues in a timely and efficient manner.

- Matters pertaining to teaching, class activity, pastoral care, should be brought to the attention of the teaching staff;
- Matters related to teaching staff, should be brought to the attention of the relevant Head of School if not solved in the first instance with the respective member of staff;
- Matters related to Head of Primary/Secondary, should be brought to the Head of School, if not solved in first instance with the relevant Head of School;
- Matters pertaining to administrative matters may be brought to the attention of the Office manager or Head of School;
- Matters related to Head of School, should be brought to the attention of Chair of School Board, if not solved in the first instance with the Head of School;
- Matters related to Safeguarding will be brought to the attention of the Head of School or DSL;
- Administrative staff has the obligation to present any unsolved issues and complaints to the Head of School.

Means of filing a complaint

Complaints may be presented informally, in a first instance, to teachers and/or administrative staff, if they do not concern the health and safety of the child. Simple expressions of concern will not be recorded, and teachers or administrative staff will try to solve the situation, to the best of their abilities and without a reasonable delay.

Situations of higher concern should be communicated in writing. Parents and pupils wishing to file a formal written complaint should address it to the relevant Head of School (PS/SS) and/or the Head of School and ask that they be given a registration number on a copy of the document.

Time required

While we acknowledge that complaints need to be taken seriously and acted upon in a timely manner, it is also important that haste does not compromise the resolution of the situation. The receipt of the communication will be acknowledged within 24 hours and shall contain an estimate when parents should be expecting a solution to their complaint.

Complaints policy

In situations where facts, causes and effects are not clear, the school will take up to three working days before responding to the parents' or pupil's complaint

Registry of Complaints

All formally lodged complaints shall be kept in the School's records in original and copy. A registry of complaints shall be maintained by administrative staff, where the issues, date, solution and people involved will be recorded.

Resolution of complaints

In order to clarify a solution and / or find adequate means of solving the situation, a formal discussion may be required between the parents/students and the relevant Head of School (PS/SS) and/or The Head of School and Chair of School Board. It will always be sought to find a positive solution for all sides that does not harm the interests of any of those involved.

More serious complaints against other pupils will be dealt with in the school by the relevant Head of School and all involved (students and members of staff that can offer support).

The solutions found, reasons, and decisions made regarding complaints shall be communicated in writing, by email or letter, to all concerned parties within one week of the decision having been reached. The outcome letter shall be written by the relevant Head of School.

Stage 1 – Complaint to the teacher (concern raised)

The first stage of the complaint process is a concern raised, which should be addressed to the relevant class/subject teacher via the school email, with the relevant Head of School in cc.

In the case of any **Issues of Concern**/complaints raised by phone or by email in the school office, the office personnel will direct the parent towards the relevant class/subject teacher, relevant Head of School (PS/SS) or Head of School according to the nature of the complaint within 24 hours.

- The class/subject teacher should acknowledge your **Issue of Concern** within 24 hours and inform the relevant Head of School via email;
- The relevant Head of School may discuss the concern raised depending of the nature of the complaint;
- An opportunity to meet to discuss the **Issue of Concern** should be offered to the relevant parent. The meeting will be recorded and the log sent to the relevant Head of School;
- Feedback should be sent to the relevant parties within 24 hours. The relevant Head of School will be informed about the feedback and any possible follow up;
- You should also be advised that if you are not satisfied with the response and wish to take the matter further, you can do so by writing to the relevant Head of School (PS/SS).

Complaints regarding the Head of Primary/Secondary should be directed to Head of School

Stage 2 – Complaint to the Head of Primary/ Secondary (official complaint)

If you have raised a concern with a class/subject teacher and you feel that the feedback is not satisfactory, please contact the Head of Primary/Secondary School directly as appropriate via the school email.

- The Head of Primary/ Secondary school should acknowledge your complaint in writing. In some cases, the Head will have already been involved in looking at the matter; in others it will be his/her first involvement;
 - The Head of Primary/ Secondary school should offer the relevant parties an opportunity to meet to
- BIST is committed to child protection and safeguarding and promoting the wellbeing of all students.*
- We expect staff, parents, volunteers, visitors and the students to share this commitment.*

Complaints policy

discuss the concern;

- If the complaint is against a member of staff, the Head of Primary/ Secondary school should talk to the staff member against whom the complaint has been made;
- If necessary, the Head of Primary/ Secondary school should re-interview the relevant parties keeping records;
- The Head of Primary/ Secondary school will update the Parent Complaint Log with the outcome and any relevant details;
- You should also be advised that if you are not satisfied with the response and wish to take the matter further, you can do so, by writing to the Head of School.

Complaints regarding the Head of School should be directed to the Chair of School Board

Stage 3 – Meeting with Head of School

If your concern has been raised with the Head of Primary/Secondary School and you feel that the resolution was not satisfactory, or if the complaint is against one of the Heads of School (PS/SS), please contact the Head of School

- The Head of School should acknowledge your complaint in writing within 24 hours. In some cases, the Head of School will have already been involved in looking at the matter; in others it will be his/her first involvement;
- The Head of School should provide an opportunity to meet to discuss the complaint;
- If the complaint is against a member of staff, (including the Head of PS & SS) the Head should talk to the staff member against whom the complaint has been made;
- If necessary, the Head should interview relevant parties, keeping accurate records;
- The Head of School will update the Parent Complaint Log with the outcome and any relevant details.

A written, confidential record will be kept in the form of the Parent Complaint Log for all stages of complaints considered by the School Leadership Team and School Board.

Stage 4 – Meeting with the Chair of School Board

If your concern has been raised with the Head of School and you feel that the resolution was not satisfactory, please contact the Chair of School Board.

- The Chair should acknowledge your complaint in writing within 24 hours. In some cases, the Chair will have already been involved in looking at the matter; in others it will be his/her first involvement;
- The Chair should provide an opportunity to meet to discuss the complaint;
- If the complaint is against a member of staff (including the Head of School) the Chair should talk to the staff member against whom the complaint has been made;
- If necessary, the Chair should interview relevant parties, keeping accurate records;
- The Chair will ask the Head of School to update the Parent Complaint Log with the outcome and any relevant details.

A written, confidential record will be kept in the form of the Parent Complaint Log for all stages of complaints considered by the School Leadership Team and School Board.

Stage 5 – the Panel

It is hoped that parents will feel satisfied with the solutions found by the Head of School (or Chair of School Board) or at least understand the situation more fully, that their concerns have been heard and that the school is working towards addressing the issues identified. However, should they wish to pursue further, within 7 working days from receiving the outcome letter they can address, in writing, the Chair of the School Board and request a panel hearing.

The panel will convene within 2 weeks from the moment the request was made, except in extraordinary

Complaints policy

circumstances. The panel shall be supplied with the relevant information required for judging the situation.

Parents may be accompanied to the hearing by a translator. While not required, they may also bring a legal counsellor.

The presence of any other person but the parents shall be made known in advance to the panel by the parents.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and after due consideration will reach a decision and make recommendations within five working days of the Hearing.

The Panel's findings and recommendations will be given in writing to the complainant and, where relevant, to the person complained about. Copies will also be given to the Head of School and Chair of School Board.

Confidentiality

All correspondence, statements and records relating to individual complaints will be treated in a confidential manner and restricted to the Head of School and those directly involved, except where any other legal obligation prevails.

Abuse of the Complaints Procedure

The complaints procedure is not meant to arrest the functioning of the school. For very serious and urgent concerns that fall under the scope of the Children Health and Safety Policy or the Safeguarding and Child Protection Policy, complaints shall be treated as threats to the safety of the child and immediate measures shall be taken to address the situation.

For all other concerns and issues, the Complaints procedure can be used.

Annual Review

This policy will be reviewed on annual basis by the School Leadership team and School Board.

Complaints policy

Appendix 1

COMPLAINTS PROCEDURE

