

COMPLAINTS POLICY

The Head of School is responsible for seeing that proper action is taken for each concern or complaint which is received regarding the School. Whenever a concern or complaint is made directly to the school owner, the CEO or COO as an individual, it shall be referred to the Head of School for study and possible solution. The Head of School shall establish procedures for handling concerns and complaints when they are received. He/she may advise the CEO/COO of the situation and its resolution.

Complaints Policy and Procedure

This policy applies to the whole school. It is available to parents, students and staff. It will be added to next years published parent's handbook and a copy may be received from the school office.

- A complaint is an expression of dissatisfaction about a real or perceived problem. It may be about the school as a whole or about a group or about an individual.
- You can make a complaint in person at the school reception desk or in writing via email or using the SISC Feedback form. The school asks that parents refrain from using Facebook for complaints.

Principles informing our complaints procedure

This procedure is designed to:

- be well understood and easily accessible
- be simple to understand and use
- be impartial
- be non-adversarial
- allow swift handling with established time limits for action and keeping people informed of the progress
- allow a mediation process if agreed by the complainant
- respect people's desire for confidentiality, wherever possible
- address all points of issue, provide an effective response and appropriate redress, where necessary
- provide information to the school's Senior Management Team so that services can be improved

1. Informal Resolution - Dealing with concerns at the earliest opportunity

If parents, staff or students have concerns they should:

- Discuss their concerns with the member of staff most directly involved.
- Complete a SISC Feedback form at the school office.
- Call the school and instruct the receptionist to record the complaint on a SISC feedback form.

- If not satisfied, they can approach the Principal and/or Head of School. It may be the case that the complainants do not want to speak to the member of staff involved and wish to approach the Head of School directly. The Head of School is responsible for making decisions on a daily basis about the school's internal management and organisation. Therefore, you should contact the school if you are concerned about any issues concerning your child.
- If the complaint is about the Head of School, then the CEO should be approached.
- A meeting on an informal basis should be encouraged.

At each stage in the procedure there are various ways in which a concern or complaint can be resolved. It might be sufficient to acknowledge that the concern or complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology
- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that the event complained of will not recur
- an explanation of the steps that have been taken to ensure that it will not happen again
- an undertaking to review school policies in light of the complaint

Complainants should be encouraged to state what actions they feel might resolve the problem at any stage. A written record will be kept of each complaint (on the SISC feedback form) and the date upon which it is received. Should the matter not be resolved within 2 working weeks, parents are advised to move to the next stage of the procedure.

2. Formal Resolution

- The first step of stage 2 is the formal recording of the complaint on a SISC Feedback form in writing to the school administration.
- The Admissions & Administration Manager/Head of School will consider the complaint and decide an appropriate course of action. In most cases the Admissions & Administration Manager/Head of School will meet with the student's parents within 2 working days of receiving the written complaint and will discuss and review the way in which it has been handled so far. If possible, a resolution will be reached during this discussion.
- It may be necessary for the Admissions & Administration Manager/Head of School to investigate the detail of the complaint more fully within the school or externally. The detail of a complaint about a member of staff may not be shared in its entirety with that member of staff unless, in the Head of School's discretion, it is necessary to properly ascertain all the relevant facts of the case.
- The Admissions & Administration Manager/Head of School will keep a written record of all meetings held in connection with the complaint.
- Once the Head of School is satisfied that, as far as is possible, all of the relevant facts have been established and accepted, a decision concerning the manner in which the school proposes to resolve the complaint will be sent in writing to the student's parents or a phone call will be made.
- Reasons for the decision will always be provided.
- If parents remain dissatisfied with the Head of School's decision, they should invoke stage three of the procedure.

3. CEO/COO Complaints Meeting

- Where the complainant is still not satisfied that their complaint has been dealt with fully and properly, they may choose to take it to the CEO/COO. The written complaint should be submitted to the CEO through the official school email address: info@sisc.edu.kh
- The CEO/COO should decide upon an appropriate process through which the complaint should be considered and resolved. It will usually involve listening to the complaint with the student's parent(s) at which parents may be assisted by a friend. Legal representation at any meeting will not normally be appropriate. The meeting will be held at the school and the CEO/COO may ask the Head of School and any relevant members of staff to attend to provide information about the school's position in this matter.
- The meeting will usually be convened within 14 school working days of the date upon which the CEO/COO has been informed or as soon as practicable in the circumstances. The CEO/COO should arrange a convenient date directly with the parents concerned.
- The CEO/COO may require further particulars of the complaint to be provided by parents or by the school in advance of the meeting. Copies of any such material will be provided to the parent(s) and to the Head of School at least 7 working days prior to the meeting.
- If possible, the complaint will be resolved at or immediately following the meeting without any need for further consideration or investigation. If further investigation and consideration are necessary, the CEO/COO will decide on how this should proceed and inform the parent(s) of the progress.
- After considering all the relevant facts, the CEO/COO will reach a decision which, together with any relevant recommendations, it will usually expect to complete within 21 school working days of the meeting and provide in writing to the complainant. The CEO/COO will then write to the parents, Head of School and any relevant member of staff informing them of the findings of fact, its decision and the reason for it.
- The decision of the CEO/COO will be final.
- The school will retain all related documents confidentially for three years. Disclosure of facts may be necessary during the course of an inspection or where any other legal obligation to disclose arises.