

Policy Name: Complaints

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Mission Statement

- Our mission is for every child to lead enjoyable and fulfilling lives; to make the most of their talents at school and be ready for the world beyond.
- At the heart of an Ardingly education is the assurance that every child is known, valued and encouraged. Every child has a unique character, a unique range of abilities and a unique contribution to make.
- Our purpose is to understand and develop their character, enhance their abilities, encourage and recognize their contribution, while fostering the values, personal qualities and skills they will need to thrive in the world beyond Ardingly.

School Vision

We aim to provide an excellent 21st Century education by being a forward-thinking and high-achieving co-educational international school contextualized within Kazakhstan culture and language, with a strong academic focus, excellent Pupil support, commitment to the Arts & Technology, outstanding facilities, and a global outlook.

Our ethos is a shared commitment to readying our pupils for the world as it will be and not what it is now. This means providing a bespoke education that allows children to explore their interests and providing state-of-the-art facilities that ensure every child can explore and experiment according to their own path.

Introduction

At Ardingly Astana, 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 Senior 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 are copied to the Head of Primary. 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, pupil support and academic progress or staff professionalism.

Any Child Safeguarding concerns should be addressed directly to the headmaster.

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 Ardingly Astana.

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 Head of Primary
- If the problem is still not resolved, it should be brought to the attention of the headmaster
- If the problem is still not resolved, it should be brought to the attention of the Governors (Chair of the Governor's).
- Cases of extreme gravity (including Safeguarding issues) will be presented to the headmaster immediately (or school DSL in case of Safeguarding issues)

Tracking 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 classteacher;
- Matters related to teaching staff, should be brought to the attention of the Head of Primary if not solved in the first instance with the respective member of staff;
- Matters related to the Head of Primary/Secondary should be brought to the headmaster if not solved in first instance with the relevant Head of Primary;
- Matters pertaining to administrative matters may be brought to the attention of the Office manager or Headmaster;
- Matters related to Headmaster, should be brought to the attention of the Chair of Govenor's, if not solved in the first instance with the Headmaster;
- Matters related to Safeguarding will be brought to the attention of the Headmaster or DSL;
- Administrative staff has the obligation to present any unsolved issues and complaints to the Headmaster.

Means of filing a complaint

Complaints may be presented informally, in the 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 Primary and/or the Headmaster 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 on in a timely manner, it is also important that haste does not compromise the situation's resolution. Receiving the communication will be acknowledged within 24 hours and shall estimate when parents should be expecting a solution to their complaint. 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/pupils and the Head of Primary (PS/SS) and/or The Headmaster and Chair of Governor's. It will always be hoped that 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 Head of Primary and all involved (pupils 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 Head of Primary.

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 school email, with the Head of Primary 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, Head of Primary or Headmaster 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 Headmaster via email;
- The Head of Primary 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 will be sent to the Head of Primary;
- Feedback should be sent to the relevant parties within 24 hours. The Head of Primary will be informed about the feedback and any possible follow up;
- Parents should also be advised that if they are not satisfied with the response and wish to take the matter further, they can do so by writing to the Head of Primary.

Complaints regarding the Teacher should be directed to Head of Primary

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

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

- The Head of Primary school should acknowledge your complaint in writing. In some cases, the Head of Primary will have already been involved in looking at the matter; in others it will be his/her first involvement;
- The Head of Primary should offer the relevant parties an opportunity to meet to discuss the concern;
- If the complaint is against a member of staff, the Head of Primary should talk to the staff member against whom the complaint has been made;
- If necessary, the Head of Primary should re-interview the relevant parties keeping records;
- The Head of Primary will update the Parent Complaint Log with the outcome and any relevant details;
- Parents should also be advised that if they are not satisfied with the response and wish to take the matter further, they can do so, by writing to the Headmaster.

Complaints regarding the Head of Primary should be directed to the Headmaster

Stage 3 – Meeting with Headmaster

If your concern has been raised with the Head of Primary and you feel that the resolution was not satisfactory, or if the complaint is against the Head of Primary, please contact the Headmaster.

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

Complaints regarding the Headmaster should be directed to the Chair of Governor's

Stage 4 – Meeting with the Chair of School Board

If your concern has been raised with the Headmaster and you feel that the resolution was not satisfactory, please contact the Chair of Governor's.

- 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 Headmaster) 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 Headmaster 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 Headmaster (or Chair of Governor's) 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 Governor's and request a panel hearing. The panel will convene within 2 weeks from the moment the request was made, except in extraordinary 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 Headmaster and Chair of Governor's.

Confidentiality

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

Abuse of the Complaints Procedure

The complaints procedure is not meant to impact 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 an annual basis by the School Leadership team and School Governor's.

Appendix I

COMPLAINTS PROCEDURE

Stage 1 Complaint heard by staff member

Issue solved Feedback to be sent to line manager by email Head of Primary to log the complaint and feedback		Issue not solved Complaint and feedback to be sent to line manager by email Head of Primary to log the complaint and feedback
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Stage 2 Complaint heard by Head of Primary

Ardingly Astana is committed to child protection, safeguarding, and promoting the well-being of all pupils. We expect staff, parents, volunteers, visitors, and pupils to share this commitment.

Log the complaint and investigate the completion of stage 1 Ensure the Headmaster is informed of complaint and possible outcome

Issue solved Feedback to be sent to line manager by Head of Primary to log the complaint and feedback		Issue not solved Complaint and feedback to be sent to Headmaster by email. Headmaster to log the complaint and feedback
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Stage 3 Complaint heard by Headmaster

Log the complaint and investigate the completion of stages 1 and 2 Ensure the Chair of School Board is informed of complaint and possible outcome

Issue solved Feedback to be sent to line manager by email Headmaster to log the complaint and feedback		Issue not solved Complaint and feedback to be sent to line manager by email Headmaster to log the complaint and feedback
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Stage 4 Complaint heard by the Chair of Governor's

Log the complaint and inform the Headmaster
Investigate to completion of stages 1, 2, 3 and collect information from relevant parties
Schedule a meeting with relevant parties
Log complaint and feedback
Inform Head of the School and the relevant staff members of feedback and outcome

Issue solved Feedback to Headmaster and relevant staff members Headmaster to log the complaint and feedback		Stage 5 Panel Hearing - If issue not solved
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