

Rationale: We uphold the British School Overseas (BSO) requirement to have a clear and formal procedure for the handling of any complaints that parents may have. Further, one of the schools three strategic aims is to ensure strong parental engagement as a school recognises the importance of building and maintaining strong homeschool relationships for the benefit of students.

We aim to promote an *open-door policy* and welcome regular and open communication (formal and informal) between parents and staff. Parental involvement is encouraged and access to the Principal and other staff is easily arranged. Although we pride ourselves on the quality of the teaching, learning and pastoral care we provide to our students, we welcome opportunities to learn how we can improve the education and pastoral support we deliver. We understand that, from time to time, parents will have concerns they wish to express or complaints they wish to make. These are followed up as promptly as possible and, where possible and appropriate, without the need for any formal procedures.

This procedure is not intended to interfere with or inhibit the established and effective daily communication and relationships that already exist. However, if parents have a serious complaint, or if complaints that the school have been inadequately addressed, they can expect it to be treated in accordance with the procedures below.

Procedures

The school commits to respond to any parental complaint in accordance with its “Complaints Procedure - Overview” (see separate document for further details). Please see the following supporting guidance notes.

Although all complaints are taken very seriously, it is hoped that most concerns are often resolved quickly and informally using effective first point of contact that exist between parents and the class teacher (primary school) or form tutors (secondary school).

The school may, on occasions, require sufficient time to explore and investigate issues pertaining to a complaint. The “Complaints Procedure - Overview” timescales allows for such time.

On some occasions, parents may wish to deal directly with the Principal who aims to be available to see parents at any time. If the Principal is unable to see a parent straight away for any reason, then a mutually convenient appointment will be made to take place as soon as possible, or another member of the school’s Core Leadership Team (CLT) is likely to be able to assist.

Parents wishing to make a complaint directly about the Principal and / or indirectly if dissatisfied with the school’s response to a Stage 5 complaint, should contact Rory Galvin, ISP Director Learning on rgalvin@ispschools.com

All correspondence, statements and records relating to any complaints will always remain confidential between the school and family concerned.

Approval and Review.

Reviewed by: Head of Primary, Andrew Du Lieu / Date: 11.08.24

Confirmed by: Principal / Date: 12.08.24