



International
School
Olomouc



Complaints Policy & Procedures

Pravidla pro podávání a vyřizování *stížností*, připomínek a podnětů



Complaints Policy & Procedures

Pravidla pro podávání stížností, připomínek a podnětů

School: <i>Česko Britská Mezinárodní škola a Mateřská škola s.r.o., Rooseveltova 101, 779 00 Olomouc</i>	
Policy Leader: Petr Pospisil, M.A. (Dunelm)	Date & Signature: 
Checked & Authorised by: Markéta Musiolová, BA EY (Open)	Date & Signature: 
Scope: This policy applies to the whole school.	
Effective from: September 2018	Effective to: June 2020

School Complaints Procedure:

Due date for next review for review: June 2020

Reviewed every two years.

Distribution list:

1. Head of School/Proprietor
3. Deputies Head of School
4. Teaching staff
5. Parents

Purpose of the Complaints Procedure

This procedure aims to reassure parents and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- the school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

Scope of the Procedure

- A complaint is defined as a **clear statement of dissatisfaction** about any specified aspect of the school's work.
- This procedure deals with specified day-to-day complaints against the management and/or teaching, operation of the school except the scope of the following procedures:
 - Serious complaints which must be dealt with by specific employment procedures e.g. allegations of professional abuse, criminal offences or those that are potentially staff disciplinary issues.
- Complainants may be anyone e.g. parents, guardians, grandparents, neighbours of the school or anyone with an interest in the work of the school. However, it is expected that it will be mainly parents or guardians who will make use of this procedure. The term 'parent' is therefore used throughout the procedure as a generic term but the procedure also applies in relation to any other type of complainant.
- Complaints may be made by **telephone, e-mail, in person or written**.

General

- At a *Complaints Panel* meeting, minutes will be taken. To help prevent recurring complaints, copies of correspondence and notes will be kept on file in the school's records, separately from individual pupil records.
- If at any stage in the procedure it becomes apparent that the complaint falls outside of this general complaints procedure, parents will be informed.

- There may be rare occasions when, despite all the stages of the procedure having been followed, a parent remains dissatisfied. If the parent seeks to re-open the same issue, the school reserves the right to inform him/her in writing that the procedure has been exhausted and the matter is closed.

Procedure for dealing with complaints

STAGE 1: Informal Stage

1. On occasions, a parent may raise a concern directly with school staff without any formality. At this stage, it may be unclear whether the parent is making a complaint, seeking information or has misunderstood a situation. If the concern can be resolved on-the-spot, and without further need for escalation, then no further action is required.
2. However, if the concern is not resolved immediately and a complaint is confirmed by the parent, the opportunity to discuss the matter with an appropriate member of staff will be given (eg. agreed meeting). In the case of complaint against the Head of School/Deputy head of School, this stage 1 will always be heard directly by the Head of School/Deputy head of School her/himself.
3. The member of staff will discuss the issue with the parent and those involved in school, with the aim of resolving the complaint as soon as possible (within five working days). The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take.
4. If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether (s)he wishes the complaint to be considered formally at stage two of this procedure.
5. If wishing to proceed with the complaint, the parent will be invited to put the complaint in writing to the Deputy Head of School using the form attached at Appendix 1. The form should be sent to the Deputy Head of School **within ten school days**.

STAGE 2: Referral to the Deputy Head of School for further investigation

Where the complaint has been addressed by the Deputy Head of School at stage one, the form should be submitted and the matter will advance directly onto the stage 3 and will be heard by the *Complaints Panel* (established according to the suggested composition detailed in Appendix 2 attached). Where another staff member has addressed the complaint at stage one, the stage 2 will be heard by the Deputy Head of School.

1. The Deputy Head of School will acknowledge the written complaint within **five school days** of receipt and provide an opportunity to meet the parent to discuss the complaint.
2. Deputy Head of School will investigate the complaint and a written response will normally be made within **ten school days** of receipt of the complaint. If this is not possible, a letter will be sent explaining the reason for the delay and providing a revised target date.
3. The written response will include full reasons for the conclusions reached by Deputy Head of School and what action, if any, the school proposes to take to resolve the matter. If the parent still remains dissatisfied, (s)he will be advised that, in order to progress the complaint further at Stage 3, (s)he must notify the school of such decision **within ten school days**.
4. The Deputy Head of School will then ensure that the parent is offered the opportunity of taking the complaint to the *Complaints Panel* at Stage 3 of this Procedure.

STAGE 3: Independent Complaints Panel (ICP)

Complaints only rarely reach this level. However, when the need arises, the *Independent Complaints Panel* (established according to the suggested composition detailed in Appendix 2 attached) will consider complaints at this stage.

1. A written acknowledgement of the complaint form submitted and the request for it to be heard at Stage 3 of the Procedure will be sent to the parent by the Head of School within **five school days**.
2. The letter will inform the parent that the complaint will be heard by the *Independent Complaints Panel* (ICP) within **twenty school days** of receiving the complaint. It will also inform the parent of the right to submit any further documents other than the complaint form and that these must be made available to the Head of School within **five school days** of receipt of the acknowledgement letter. Hard copies of all documentation will be kept in a confidential file in the Head of schools' office, including the original complaints form and any other supporting documentation, as well as a protected folder maintained on the school database. These files will also necessarily clearly indicate the outcome(s) of the complaint(s), showing what steps (if any) are being taken by the school to implement change/improvement. The right to call witnesses to the meeting, subject to the approval of the Chair of the ICP, and the right of the parent to be accompanied by a companion of her/his choice, will also be explained in the letter.
3. The Head of School will then convene an ICP meeting, having consulted with all parties on convenient times. The date, time and venue for the meeting will then be confirmed at least five school days in advance.
4. The names of all parties and witnesses (if any) to attend the meeting and all relevant documents to be referred to at the meeting will also be provided by the Chair of the ICP to: the parent and each panel member. This will be provided as soon as possible and, in any event, at least five school days prior to the meeting.
5. The meeting will be held following the procedures for hearing a complaint detailed in Appendix 3.
6. A written decision will be sent to parent by the Chair of the ICP within ten school days of the hearing and when relevant to the person complained about. The decision will be also kept on file in school for the proprietor/head.

7. The letter will explain that the decision of the *Independent Complaints Panel* is final

Confidentiality

All investigations are kept confidential and shared only with those who need to know. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to individual complaints are to be kept confidential except where local legal requirements permit access.

Right to appeal

Decision of the Complain panel is final; however, referral can be made for further investigation to higher authority which in the case of International School Olomouc is the Ministry of Education.



APENDIX 1

Form to notify formal School Complaint (Stage 2 and/or Stage 3)

Child's Name (to whom issue relates) -----Class group -----

Parent/Guardian -----

Contact details (including mobile

Telephone no. if appropriate) -----

Details of Complaint:

(Please be as specific as possible e.g. giving dates, who was involved and where etc.)

Please attach a continuation sheet/additional information if you wish

What would you like to see done to resolve your complaint and bring the matter to an acceptable closure for yourself and the school?

Signed -----

Date -----

APPENDIX 2

Composition of the *Independent Complaints Panel*

The *Independent Complaints Panel* (ICP) should consist of at least three members, one of which is the Head of School (one of the proprietor) and at least one member independent of the management and running of the school. It is hoped that the head of the PTA act as a member (provided he/she is not the complainant) and a second PTA member elected for the purpose. A Chair of the ICP should also be appointed from amongst the three members.

No member of the ICP should have had prior involvement with the complaint.

Due to the governance nature of the school complaints against the Head of School cannot be addressed within this procedure and should be reported to local authorities (Czech School Inspection, Ministry of Education, COBIS or ISI)

APPENDIX 3

Independent Complaints Panel (ICP)

Procedures for Hearing the Complaint

Introduction

The aim of the meeting is to resolve the complaint and achieve reconciliation between the school and the parent.

The Chair of the ICP will ensure that the meeting is properly minuted. Although the meeting will follow the structured order below, given potential sensitivities and anxieties, the Chair will endeavour to ensure that the proceedings are as informal as possible and that all parties are put at their ease.

The introduction of new information or witnesses, previously not notified to all parties, would be reason to adjourn the meeting so that everyone has time to consider and respond to the new information.

Order of Meeting

1. The Chair welcomes the parent and his/her companion and introduces the ICP.
2. The Chair explains the purpose of the meeting, the procedure, and that all written evidence has been made available to all parties.
3. The parent/companion explains the complaint, calling in witnesses if appropriate.
4. The ICP may question the parent/companion and witnesses.
5. The parent and companion retire from the meeting.
6. The Chair welcomes the Head of School
7. The Chair explains the purpose of the meeting, the procedure, and that all written evidence has been made available to all parties.
8. The Head of School presents a response to the complaint, including action taken to address the complaint at stage 1 and 2 of the procedure and calling witnesses, if appropriate.
9. The ICP may question the Head of School
10. The Head of School retire from the meeting.
11. The parent, together with his/her companion, is invited back into the room to make a final statement, and then retires.
12. The Head of School, is invited back into the room to make a final statement, and then retires.
13. The ICP considers the complaint and reaches a unanimous or majority decision. The ICP also decides what action (if any) to take to resolve the complaint and, if appropriate, recommends changes to ensure similar complaints are not made in future.
14. When a decision has been made, the Chair recalls the parent, then the Head of School and each is informed of the outcome and any action to be taken.
15. All outcomes are confirmed in writing to both parties