

# THE BRITISH SCHOOL OF BAHRAIN



## PARENT COMPLAINTS POLICY

DOCUMENT CONTROL	
<b>Policy Reference</b>	BSB - Parent Complaints - 013
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## **1. Introduction**

- 1.1 The British School of Bahrain (BSB) has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a concern, they can expect it to be treated by the School in accordance with this Procedure.
- 1.2 BSB makes its complaints procedure available to all parents of pupils and of prospective pupils on the school's website and in the school office during the school day, and BSB will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and the form in which it is published or available.
- 1.3 This procedure is not, however, available for use by prospective parents – it may only be used by parents of current pupils. Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the School.
- 1.4 'Parent(s)' means the holder(s) of parental responsibility for a current pupil about whom the complaint relates.
- 1.5 The 'School' means the British School of Bahrain.

## **2. What constitutes a concern/complaint?**

- 2.1 A concern is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the School is within the scope of this policy.
- 2.2 A concern is likely to arise if a parent believes that the school has done something wrong or failed to do something that it should have done or acted unfairly.
- 2.3 A parental complaint is defined as a persistent concern raised by a parent that cannot be resolved at a Deputy Head level, or below, and therefore requires a meeting in person with the Head of School or the Executive Head.
- 2.4 Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a concern that you raise in good faith.

## **3. The three-stage procedure**

### **3.1 Pre Stage – Informal Procedure**

- 3.1.1 It is hoped that most concerns will be resolved quickly and informally.
- 3.1.2 If parents have a concern, they should normally contact their child's form tutor/class teacher. In many cases, the matter will be resolved straightaway by this means to the

parents' satisfaction. If the form tutor/class teacher cannot resolve the matter alone, it may be necessary for them to consult with a more senior member of staff.

- 3.1.3 If a concern is about a form tutor, an approach should be made to the Head of Year
- 3.1.4 If the concern cannot be resolved by a form tutor / class teacher then it should be referred to a Head of Year or a Head of Department, as appropriate.
- 3.1.5 If the concern cannot be resolved by the Head of Year or Head of Department, it should be referred to a Deputy Head.
- 3.1.6 Concerns made directly to a more senior member of staff will usually be referred to the relevant form tutor/class teacher unless it is deemed appropriate to deal with the matter personally.
- 3.1.7 Should the matter not be resolved within 10 working days or in the event that the person dealing with the concern fails to reach a satisfactory resolution then parents will be advised to proceed with their concern in accordance with stage 2 of this Procedure.
- 3.1.8 If, however, the complaint is against a Deputy Head, parents should make their complaint directly to the Head of School whose contact details are available on the website and from the School Office on request.

### **3.2 Stage 1 – Formal Procedure – Head of School**

- 3.2.1 Concerns made directly to a Head of School will usually be referred to the relevant form tutor/class teacher, Head of Year or Deputy Head unless it is deemed appropriate to deal with the matter personally.
- 3.2.2 If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of School.
- 3.2.3 The Head of School will decide, after considering the complaint, the appropriate course of action to take.
- 3.2.4 In most cases, the Head of School will contact the parents concerned as soon as possible and normally within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- 3.2.5 It may be necessary for the Head of School, or their nominee, to carry out further investigations.
- 3.2.6 The Head of School will keep written records of all meetings and interviews held in relation to the complaint.
- 3.2.7 Once the Head of School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and parents will be informed of this decision.
- 3.2.8 The Head of School will also give reasons for his/her decision.
- 3.2.9 If the complaint is against the Head of School, the complaint should be made to the Executive Headmaster.

### **3.3 Stage 2 – Executive Headmaster**

- 3.3.1 If parents are still not satisfied with the decision, they should proceed to Stage 2 of this Procedure within fourteen days.
- 3.3.2 The Executive Headmaster will decide, after considering the complaint, the appropriate course of action to take.

- 3.3.3 In most cases, the Executive Headmaster will contact the parents concerned as soon as possible and normally within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- 3.3.4 It may be necessary for the Executive Headmaster, or their nominee, to carry out further investigations.
- 3.3.5 Once the Executive Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made, and parents will be informed of this decision.

#### **3.4 Stage 3 – Independent Panel**

- 3.4.1 If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure within fourteen days.
- 3.4.2 If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they must put in writing to the Executive PA to the Board of Trustees who will call a panel hearing.
- 3.4.3 The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint and one of whom shall be independent of the management and running of the School
- 3.4.4 The Chair of the Complaints Panel, will acknowledge the complaint and schedule a hearing to take place within 10 working days
- 3.4.5 If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than five working days prior to the hearing.
- 3.4.6 The parents/guardians may be accompanied to the hearing by one other adult person. This may be an adult relative (18+), teacher or friend. Legal representation will not be appropriate. This person may accompany but not represent or speak in the hearing.
- 3.4.7 If possible, the Panel will resolve the parents'/guardians' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and by whom.
- 3.4.8 After due consideration of all the facts they consider relevant, the Panel will make a finding and may make recommendations.  
The Panel will write to the parents informing them of its decision and the reasons for it, within 10 working days of the hearing (although additional time may be required if it is necessary to carry out further investigations following the hearing). The decision of the Panel will be final.
- 3.4.9 A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail to the complainant, and, where relevant, the person complained about as well as the Chairman of Board of Trustees and the Executive Headmaster. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the School premises by the Chairman of the Board of Trustees and and the Executive Headmaster

**Formal parent Complaints log (Stages 1 - 3) for the academic year 2020/2021**

<b>No. of Stage 1 Complaints</b>	18
<b>No. of Stage 2 Complaints</b>	38
<b>No. of Stage 3 Complaints</b>	0
<b>Total No. of formal Parental Complaints</b>	56

**4. Timeframe for Dealing with Concerns**

- 4.1 All concerns will be handled seriously and sensitively.
- 4.2 They will be acknowledged within five working days if received during term time and as soon as practicable during holiday periods.
- 4.3 It is in everyone's interest to resolve a complaint as speedily as possible: the school's target is to complete the first two stages of the procedure within 28 working days if the complaint is lodged during term time and as soon as practicable during holiday periods.

**5. Recording Complaints and use of personal data**

- 5.1 Following resolution of a complaint, the School will keep a written record of all formal complaints.
- 5.2 All correspondence, statements and records relating to complaints will be kept confidential, except in cases where legal requirements permit access.
- 5.3 When dealing with complaints the School may process a range of information, which is likely to include the following:
  - 5.3.1 Date when the issue was raised
  - 5.3.2 Name of parent
  - 5.3.3 Name of pupil
  - 5.3.4 Description of the issue
  - 5.3.5 Records of all the investigations (if appropriate)
  - 5.3.6 Witness statements (if appropriate)
  - 5.3.7 Name of member(s) of staff handling the issue
  - 5.3.8 Copies of all correspondence on the issue (including emails and records of phone conversations)

## **BSB Parental Concerns / Complaint procedure**

### **Informal**

#### **Pre-Stage A**

Concern initially dealt with by class teacher/ Form tutor. If a resolution is not reached, then concern moves to Step B

#### **Pre-Stage B**

Concern is passed to the Head of Department or Head of Year to investigate. HoY to meet with all parties involved and take a written account of concern and inform all parties. Where a resolution is not reached the concern moves to Step C

#### **Pre- Stage C**

Concern is passed to a Deputy Headteacher.  
At this stage the Deputy Headteacher will meet with all parties to resolve the situation.  
If a resolution is not reached the Deputy Headteacher will move the concern to Step 1 where it is treated as a Complaint.

### **Informal**

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### **Formal**

#### **Stage 1**

Complaint passed to the Head of School, who will ask for a meeting with the parents.  
If the complaint remains unresolved the Head of School will refer to Step 2

#### **Stage 2**

Complaint heard by the Executive Head.

#### **Stage 3**

Complaint heard by Panel Hearing.