



**TBAC/POLICY/004/2021-22**

**DATE:11-10-2021**

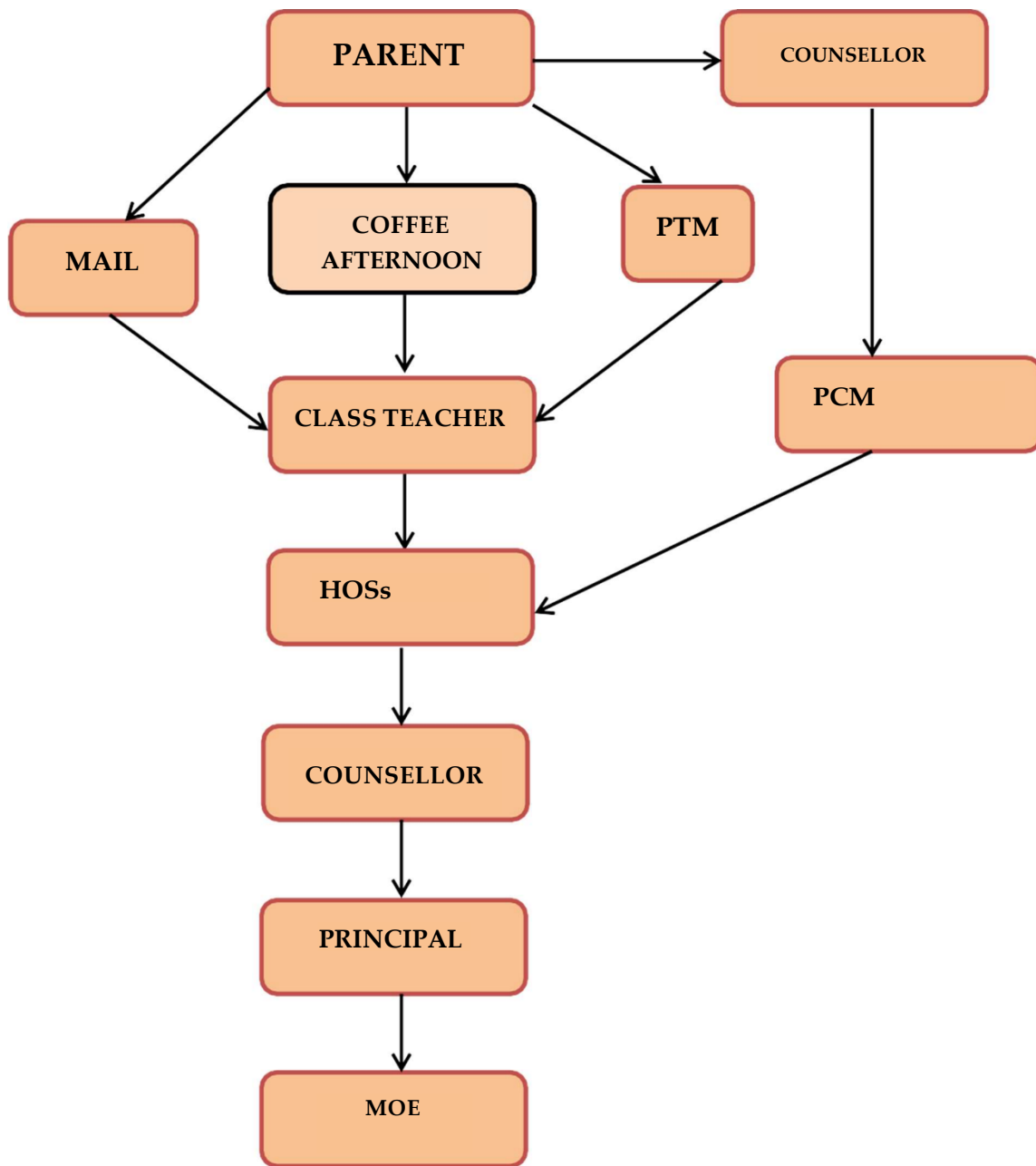
**CIRCULAR**

**SCHOOL CONCERNS AND COMPLAINT POLICY 2021-22**

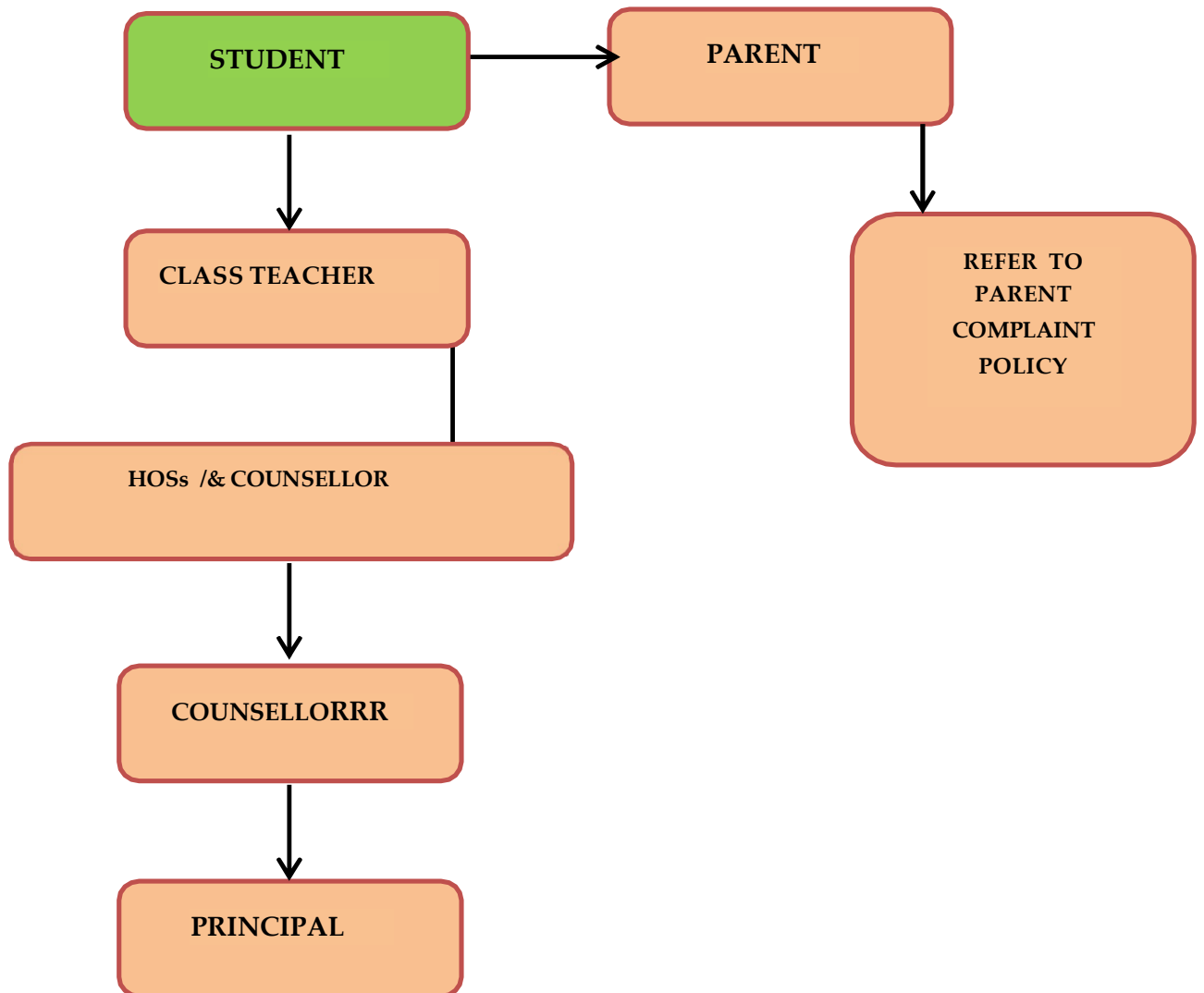
**DEAR PARENTS,**

A complaint is an expression of dissatisfaction made, by a student, a parent or staff member with a legitimate interest in the school. It may be about school policies or procedures, the conduct, actions or omissions of members of staff employed at the school or the standards of teaching and learning.

Any person or organization (the complainant) who is dissatisfied with the service provided by the school for any reason, may contact to complain. A complaint may be oral or written.



## Student Complaint Flowchart



## **Introduction**

The School's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment
- build relationships between students, parents and staff
- provide a safe working environment for staff.
- to be impartial

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

## **Policy Statement**

This policy and its associated procedures cover concerns and complaints about:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- communication with parents
- school fees and payments
- general administrative issue

## **Expectations**

The school expects parents/guardian and person raising a concern or complaint to :

- do so promptly , as soon as possible after the issues occurs.
- provide complete and factual information about the concern or complaint
- maintain and respect the privacy and confidentiality of all parties
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- act in good faith, and in calm and courteous manner
- show respect and understanding of each other's point of view and value difference, rather than judge and blame.
- Recognize that all parties have rights and responsibilities which must be balanced.

The school will address any concern and complaints received from parents:

- ❖ Courteously

- ❖ Efficiently
- ❖ Fairly
- ❖ Promptly, or within the timeline agreed with the person with the concern or complaint
- ❖ In accordance with due process, principles of natural justice.

### **The Stages of Complaints**

1. Complaint brought to the attention of the class teacher or person offering the service, in the event of extended school services, to be resolved informally;
2. Complaint heard by the Principal.

### **RAISING A CONCERN OR COMPLAINT**

A parent/ guardian can raise concern or complaints about any aspect of the school's operations

<b>ABOUT WHAT / ISSUE</b>	<b>WHO TO CONTACT</b>	<b>HOW</b>
Classroom activities, class curriculum	Your child's Class Teacher or Appropriate Supervisor	Email, note in student organizer, Arrange an appointment
Complex student issues, Student Welfare, School Curriculum, Staff Members	HOSs/COUNSELLOR	Email, Arrange an appointment, note in student organizer.
School Policy , School Management/ Operations,	Principal	Telephone , arrange an appointment
School Fees and Payments General enquires	Accountant / Admin Staff	Telephone ,email

### **Investigating Complaints**

At each stage, the person investigating the complaint will:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);

- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- Keep notes of the interview.

### **Remedies**

When a complaint is justified, the school will work with the person to find an appropriate remedy such as:

- An explanation or further information
- Mediation, counseling or other support
- An apology, expression of regret or admission of fault.

The school will implement the remedy as soon as it can. If the remedy is ongoing, the school will try and keep the person update with progress.

### **MONITORING THE PARENT COMPLAINTS POLICY**

The school will monitor parent concerns and complaints and consider issues raised through the parent complaints process , and any other relevant information from the **parent opinion survey**, when undertaking are view of the school's policies, procedures and operations.

The SLT members will regularly review its policy and procedures to effectively address parent concerns and complaints as part of its cyclic policy and procedures review schedule.

### **Courtesy and respect**

A complainant can expect to be treated with courtesy, respect and fairness at all times. The School also expect that the complainant will also treat the staff dealing with the complaint with the same courtesy, respect and fairness. The School will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, the school will cease communication with the complainant immediately in accordance with the school policy and will inform the appropriate authorities as necessary

THANK YOU  
 School Counsellor  
 Ms. SHIBINI