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# Garodia International Centre for Learning Mumbai



## Complaints Policy

Status	<b>CURRENT</b>
Date	Reviewed March 2018
Next review date	
Summary	Policy drawn up by Head of School and SLT. Reviewed, edited and approved by Senior Leadership Team annually.



## Rationale

### Principles

- All stakeholders have a right to voice any concerns about the education provided in a positive and respectful manner.
- The school will provide a channel for this to be dealt with in a professional manner
- The school will strive to be responsive to any complaints in a prompt, caring and confidential manner (as necessary) using carefully gathered evidence as the benchmark for evaluation, consideration, discussion and any further action.
- The school notes that some concerns will be justified and other beyond the scope of what the school can do or offer. The process will distinguish such.

- It is the responsibility of the Head of School and the SLT to ensure that the procedures for dealing with complaints are understood by all staff and that any complaints do not remain unresolved.
- Every reasonable effort should be made to ensure that community members are aware that these channels exist for queries or concerns.
- All students should be supported in such situations by the presence of an independent adult person (eg tutor).

### **General Procedures**

**Level One:**

- All concerns about student education (academic and pastoral) should initially be to the appropriate Tutor. Any necessary involvement of senior staff will be determined by the severity and/or frequency of the concern.
- All concerns about administrative matters should be directed to the Head of

School's PA who will contact the necessary person. Any necessary involvement of senior staff will be determined by the severity and/or frequency of the concern.

**Level Two:**

- All concerns about a teacher should be directed to a senior member of staff or to the Head of School.
- All concerns about a senior member of staff/Head should be directed to the Head of School.
- All concerns about the Head of School should be directed to the GICLM Board.
- All concerns about other community members should be directed to a senior member of staff or to the Head of School.

- A confidential school record will be kept of all such concerns, any actioning and outcomes.

## Specific Process<sup>1</sup>

It is good practice when dealing with a complaint or a concern to ensure the person feels they are being acknowledged, before taking any kind of action. Useful tips include:

- If the complaint or concern is verbal, allow the person to speak without interruption.
- Before responding in any way repeat back to the person their complaint or concern so that they are in no doubt that you have listened to and understood their concern.
- Do not be afraid to ask questions and if need be take time to think about the complaint before giving a response.

### Stage 1: Informal

Most complaints are easily resolved informally by discussion with staff at the school. More difficult or complex concerns may require further discussion or action.

Procedure for initial contact by office staff or a member of staff:

1. Listen to, and record, in writing the basic details of complaint. The complaint should be acknowledged within 2 working days and a target date for a response set: this should normally be within 5 working days of acknowledgement.
2. Decide upon the appropriate person to deal with the complaint.
3. Appropriate member of staff interviews complainant or makes telephone contact.

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<sup>1</sup> Acknowledgement to British Schools Foundation for sharing their procedures as a template

4. Complaint listened to and details recorded.
5. Collect sufficient evidence to make an objective decision about the complaint. (Speak to those involved, speak to witnesses and take written statements if required.)
6. Member of staff decides upon action to be taken.
7. Communicate with complainant and other affected parties.
8. If the matter remains unresolved then invite complainant to make formal complaint, in writing, to Head of School.
9. Should the complaint be about the Head of School the complainant should approach to Chairman of the Board who is obliged to investigate it.

### **Stage 2: Formal**

The Head of School will carry out an investigation and respond to the complainant. The complaint will be acknowledged within 2 working days of receipt, and a target date for providing a response will be given. This will normally be within 10 working days. The Head of School may request to meet with the complainant to gain further information relevant to the complaint. Statements from witnesses will be collected where necessary. When all the relevant facts have been established, the Head of School should produce a written response to the complainant.

If the complaint is not resolved, the complainant will be given the option to move to Stage 3. The Head of School should refer the complaint to the Board within 2 working days.

### **Stage 3: Board**

The Board will meet to discuss the complaint and appoint a senior representative of the Board who will contact the complainant directly within 5 working days of the receipt of the complaint. The senior representative will aim to resolve the issue with the complainant in writing, in conversations or face-to-face.

Following this, if the complaint is not resolved, the complainant may request a hearing with the Board or a panel appointed by the Board of three people who have not been directly involved in the complaint.

The Board will endeavour to ensure that one of the persons appointed to the panel is independent of the running and management of the school.

The complainant is entitled to be accompanied to the hearing. The hearing will be scheduled at the earliest possible convenience for both parties.

A final decision will be made and communicated to the complainant in writing, within 5 working days of the hearing.

### **Recording Complaints**

An informal complaint is recorded by the senior member of staff who deals with the complaint and the Head of School is informed.

A formal complaint is recorded by the Head of School

All complaints will be kept on file in the complaint log for reference purposes.

Where relevant, any judgement made, will be sent to the complainant, the person the complaint was about and the Chairman of the Board.