

COMPLAINTS POLICY



HARROW
INTERNATIONAL
SCHOOL
哈罗国际学校
SHANGHAI 上海

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POLICY FOR COMPLAINTS BY PARENTS OR GUARDIANS

This is a whole School policy, including EYFS.

Although the School is determined to provide a good high-quality service for pupils and their parents, there may be occasions where there is a cause for concern. In these circumstances, every effort will be made to resolve any difficulty as quickly as possible. However, it is far more likely that any difficulty will be resolved quickly and effectively if the structure of the complaints policy is followed. This policy applies to the whole of Harrow School Shanghai, including EYFS, and is available to all parents, staff and pupils.

1. **Informal Resolution** (a satisfactory outcome should be reached, where possible, within **three working days**)

If a parent, parents or a child's legal guardian has a complaint, they should contact their son's/daughter's class teacher, tutor or Head of House. This individual can assess whether the matter is an academic one, to be passed to the Head of Department or the Deputy Head, or a pastoral one with which they can deal, maybe in consultation with the relevant Head of Phase or Deputy Head. In most cases, we hope this would resolve the matter to the parent's satisfaction.

If the complaint is about the individual to whom complaints should first be directed, contact should then be made to that individual's 'line manager' (for example if the complaint was about the class teacher, the relevant Head of Phase should be contacted. If the complaint is specifically concerned with the conduct of the Head Master, then the complaint should be made directly to the Chair of Governors, via the School's appointed Clerk to the Governors (the Head's PA). A written record may be kept.

However, should the matter not be resolved within a reasonable timescale, or in the event that the School and the parent(s)/guardian fail to reach a satisfactory resolution, then parents may wish to proceed with their complaint in accordance with Stage 2 of this Procedure.

2. **Formal Resolution** (a satisfactory outcome should be reached, where possible,

within **twelve working days**)

If the complaint cannot be resolved on an informal basis, then the parent should put their complaint in writing to the Head Master. He will then decide, after considering the complaint and consulting with staff, the appropriate course of action to take.

The Head Master, or a delegated representative, will meet the parent concerned to discuss the matter. A translator, if required, will be made available. If possible, a resolution will be reached at this stage. It may be necessary for the Head Master to carry out further investigation. The Head Master, or representative, will keep written records of all meetings and interviews held in relation to the complaint, which will also be made available for the complainant. Once the Head Master is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the parent(s)/guardian will be informed of this decision in writing, and reasons for the decision given.

If the parent(s)/guardian is still not satisfied with the decision, they may proceed to Stage 3 of this procedure.

Where the complaint is directed specifically at the Head Master or the delegated representative, the procedure will, by necessity, move to Stage 3. A written record will be kept, the date on which it was completed and the conclusion. These will be recorded on the Central Complaints Register.

3. This should be organised, where possible, within fourteen working days.

If the parent(s)/guardian seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Clerk to the Governors who has been appointed by the Governors to make a referral to the nominated Governor.

The matter will then be referred to the nominated Governor for consideration. If s/he wishes, he may convene a Panel, though this is not required. The Panel, if convened, will consist of at least three persons not directly involved in the matters detailed in the complaint.

If possible, the nominated Governor or the Panel will resolve the parent(s)/guardian's complaint without the need for further investigation.

Where further investigation is required, the nominated Governor or the Panel will decide



HARROW
INTERNATIONAL SCHOOL

SHANGHAI

how it should be carried out. After due consideration of all the facts they consider relevant, the Panel (or nominated Governor) will reach a decision and may make recommendations as soon as possible. This decision will be final. The Panel will write to all participants, including the complainants, informing them of the findings, any recommendations and the decision within seven days of the hearing. These may also be sent in writing to the Board of Governors and, where appropriate, the person about whom the complaint has been made. A record of this will be kept by the Head Master and it will be available for inspection by the Chair of Governors.

The Senior Leadership Team in the School will monitor complaints and ensure that any trend is quickly identified and managed in the best interests of our pupils.

All complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential and subject to data protection regulations. The exception to this confidentiality is when governmental regulatory authorities insist on details of a case being made available to them. A confidential Complaints Log is held by the Head Master which outlines the nature and dates of all complaints received. In respect of each complaint received, and in line with policy, the Log also includes specific information as to:

- a. whether the complaint was resolved following an informal or formal procedure, and whether matters proceeded to a panel hearing; and
- b. the action that was taken by the School as a result of each complaint

Date of next review: April 2027.