



Complaints and Enquiries Policy

Our aim is to work in partnership with parents so communication with them is given a high priority in every section of the school. We understand that parents may occasionally have concerns and we endeavour to resolve all these concerns as quickly as possible through listening, talking and taking action. There may however be occasions when parents have a complaint which they feel has not been satisfactorily resolved and this policy is designed to provide a clear pathway towards its ultimate resolution.

The steps:

Any concern regarding child protection or children's safety, should be made directly to the Headteacher. Procedures outlined in our Child Safeguarding Policy will then be followed.

For enquiries upon IGCSE and IB results, please contact the respective phase leader. Further information regarding enquiries upon results is also included below.

For all other matters, the following steps provide guidance for parents and students who wish to make a complaint.

Step 1

Parents should contact their child's class teacher/tutor who will record the complaint and investigate it thoroughly. A further meeting or written response will be given within three days.

If that response is not forthcoming or if the parents find it unsatisfactory, then they should proceed to step 2.

Step 2

Parents should contact the phase leader, either by making an appointment to discuss the complaint or by confirming the complaint in writing. After considering the complaint the phase leader will take appropriate action and respond to the complainant within two days. If further enquiries are necessary, the phase leader will inform the complainant and provide a response within 10 working days. The phase leader will keep a record of the complaint as well as all interviews and meetings held in relation to it.

If parents are still not satisfied with the decision they should proceed to Step 3.

Step 3

Parents should contact the headteacher either by making an appointment to discuss the complaint or by confirming the complaint in writing. After considering the complaint the headteacher will take appropriate action and respond to the complainant within two days. If further enquiries are necessary, the headteacher will inform the complainant and provide a response within 10 working days.

The headteacher will keep a record of the complaint as well as all interviews and meetings held in relation to it.

Once the Headteacher is satisfied that all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in person and in writing. Reasons for the decision will also be provided.

If parents are still not satisfied with the decision they should proceed to step 4.

Step 4

Parents should put their complaint in writing to the Managing Director of the school. The Managing Director will carry out further investigations and will respond to the complainant in writing within 15 working days.

If the complaint concerns the conduct of the Headteacher then a complaint should be made directly to the Managing Director.

Written records of complaints will be kept for a period of 5 years. Complaints that are upheld will be reported to the Board of Directors.

IGCSE and IB Enquiries Procedures

IB Results are received by the school on 5th July each year, and by students on 6th July each year. IGCSE results are received mid-August each year.

All enquiries and reviews must be confirmed with the student / parent, the teacher and SLT. It will be made known to the candidate that by enquiring / appealing the result, their mark could increase or decrease, and so the final grade / score could improve or worsen. It could also remain the same.

The school will offer guidance to students and families once the results and breakdown of scores are available for assessed components. The decision to request an enquiry upon results service from Cambridge or the IBO is then with the family to confirm. All associated costs must be paid for by the family and the administration of this enquiry will be processed by the school.