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Date of review: June 2020

## **PROCEDURE FOR HANDLING COMPLAINTS FROM PARENTS**

This procedure is available to parents upon request and is accessible via the school's website.

An anonymous concern or complaint will not be investigated under this procedure unless there are exceptional circumstances.

If it becomes necessary to alter the time limits and deadlines set out within this procedure, parents will be advised accordingly and will be provided with revised timescales.

Informal complaints from parents can be brought to the notice of the school in one of two ways:

1. Through the elected parent representatives of the relevant year group who will pass on the complaint to the year group co-ordinator. Such complaints will be discussed at the regular meetings between PTA and the school's senior management team. The PTA co-ordinators for the British Section also meet with the Head of the British Section following their termly year group meetings to discuss matters specific to the British Section.
2. Urgent matters can be brought directly to the attention of the Head of the British Section or one of the Deputy Headteachers.

In each case the school undertakes to look into the complaint and report back to the parent concerned within 10 school days or sooner if possible (Stage 1).

Parents are encouraged to use the above informal complaints procedure in the first instance. However, should they not receive satisfaction they should write either to the Head of the British Section or to the Proviseur who will investigate the matter and provide a written response within 10 school days (Stage 2). To enable a proper investigation, concerns or complaints should be brought to the British Section or Proviseur's attention as soon as possible. In general, any matter raised more than 3 months after the event being complained of will not be considered.

Should the parent not be satisfied with the response to the written complaint, the matter can be put to a panel appointed by the Proviseur of 3 people not directly involved in the matters detailed in the complaint (Stage 3). If parents would like the matter to proceed to a panel hearing, parents should inform the Proviseur in writing within 10 school days of the date of the written response at Stage 2. Panel hearings will normally be held within 20 school days of receipt of a request. One person on the panel will be independent of the management and running of the school. Parents may attend the hearing if they so wish, and may be accompanied by a friend, relative, advocate or interpreter.

The panel will not consider any new areas of complaint which have not been previously raised as part of this complaints procedure.

The panel will make findings and recommendations within 5 school days of the hearing and a copy of these will be given to all concerned parties.

The school will keep written records of all such complaints. All records will be confidential, indicating whether they were resolved at the preliminary stage or whether they proceeded to a panel hearing.

It should be noted that such a procedure is not usual in a French school and that the above is a compromise between the English and French expectations.

The school takes any such complaint very seriously.