



British Junior Academy of Brussels

Complaints Policy

October 2021



The British Junior Academy of Brussels

Complaints Policy

This policy is for the whole school including the Early Years Foundation Stage

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## 1.0 INTRODUCTION

The British Junior Academy of Brussels (BJAB) prides itself on its high quality of teaching and pastoral care provided to its pupils. However, if parents have a complaint or wish to appeal against a decision, they can expect it to be treated in a fair and consistent manner. The school makes its Complaints Policy available to all parents of pupils and of prospective pupils on the school's website and will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available, and of the form in which it is published or available.

A complaint is defined as "any expression of dissatisfaction" but this does not include minor concerns. The school has the following procedure, which is for parents of all pupils including those in the Early Years Foundation Stage.

Our complaints procedure will be followed where a parent, or a parent on behalf of a pupil, raises a concern about poor practice that does not reach the standards set out in the school's policies. Parents are advised to follow the sequence set out in this policy, as early resolution of any issue is the priority.

The purpose of this policy is to ensure that all members of the British Junior Academy of Brussels community are cognisant of the complaints procedures of the school.

## 2.0 PROCEDURES

The following procedure sets out a three-stage process for dealing with complaints, beginning with the class teacher.

### STAGE 1 – INFORMAL RESOLUTION

2.1. If a parent has a concern or a complaint about an issue for which it has not been possible to find a solution to in the usual day-to-day communication, or the subject is not appropriate for an open discussion, a meeting should be requested with the relevant class teacher.

The class teacher will make a note of concerns and complaints and the date on which they were received on a Parent Teacher Meeting Form (see Appendix A). If the teacher cannot resolve the matter alone, it may be necessary to refer the matter to the Headteacher.

Serious concerns about the behaviour of a staff member, for instance concerning the safeguarding of a child, should be taken directly to the Headteacher.

### STAGE 2 – FORMAL RESOLUTION

2.2. Should a matter not be resolved within two weeks, or if the teacher / parent fails to reach a satisfactory resolution, then the parents will be advised to write to the Headteacher. The Headteacher will complete a Complaint Form (see Appendix B) and agree a date by which to

respond. This will normally be within 5 working days and the number of complaints registered under the formal procedure during the preceding school year is available from the school office on request.

2.3. Possible outcomes from this procedure, which will be documented either by letter or email, include:

- there is no evidence to support the complaint, the complaint is not upheld and the Headteacher will give reasons for the decision

or

- the complaint is upheld and action is taken by the school to rectify the problem. For example:
  - an explanation will be offered
  - an apology will be offered
  - the staff member will undertake training to rectify any deficiency
  - the school procedures may be modified

### STAGE 3 – PANEL HEARING

It is expected that the vast majority of issues and complaints will have been resolved by stage 2. If, however, the matter remains unresolved:

- 2.4. Parents may make a formal complaint to the Proprietor, in writing, copied to the Headteacher. A written response acknowledging receipt of the complaint will be issued by the Proprietor within 5 working days.
- 2.5. A hearing before the governors of the school or a panel appointed by the Proprietor of at least three people who have not been directly involved in the matters detailed in the complaint will be arranged. At least one member of the panel will be independent of the management of the school. A parent is permitted to attend and may be accompanied. A written response on the outcome of the complaint will be issued within 3 working days. The determination of the Panel Hearing will be deemed to be final.
- 2.6. A copy of the Panel's findings will be provided to the complainant and, where relevant, the person complained about, and made available for inspection on the school premises by the Proprietor and the Headteacher.
- 2.7. Note: If a complaint is made during the school holidays the process will commence on the first day of the new term.

## 3.0 RECORDING COMPLAINTS

A written record will be kept of all complaints whether they were resolved following a formal procedure or proceeded to a Panel Hearing and the action taken by the school regardless of whether they were upheld.

All correspondence, statements and records of complaints are kept confidential, except in cases where local legal requirements permit access or enable restriction by local authorities.

### 3.1 Formal complaints Academic Year 2020-2021

During the last academic year there were 0 stage two complaints and 0 stage three complaints. The Headteacher reports the number of formal complaints to the Proprietor at each meeting as part of the agenda.

This policy is the responsibility of Sarah White, Headteacher, and Madame De Maertelaere, the Proprietor	Revised: October 2021
<b>Sarah White</b> <b>Headteacher</b> .....	
<b>Madame De Maertelaere</b> <b>School Proprietor</b> .....	
To be reviewed:	October 2022

**Appendix A: PTM1 – Parent Teacher Meeting Form**



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Parent Teacher Meeting Form – PTM1

Meeting between:
Date:
Requested by:
Reason for meeting:
Observations:
Outcome:

## Appendix B: Complaints Form



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### Complaints / Concerns

(To be dealt with in accordance with the Complaints Policy revised January 2019)

This form is to be completed by any member of staff who receives a parental complaint. It should be sent to the relevant SLT member.

Complainant's Name	
Pupil's Name (if applicable)	
What is the nature of the complaint? (Tick one of the boxes below)	
<input type="checkbox"/> Staff conduct	<input type="checkbox"/> Parental conduct
<input type="checkbox"/> Teaching standards	<input type="checkbox"/> Pastoral care
<input type="checkbox"/> Condition of premises	<input type="checkbox"/> Timetabling
<input type="checkbox"/> Matters of regime and routine	<input type="checkbox"/> Access to or regulation of co-curricular activities
<input type="checkbox"/> Other (please give details)	
Please give brief details of the complaint.	
Date/s of incident	Time/s
If the reason for the complaint is someone's behaviour, please give the names of any witnesses to the incident/s.	
Action taken and how resolved.	
Employee's / Teacher's Name	Position
Signed	Date