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| SCHOOL COMPLAINTS PROCEDURE<br>POLICY |            |                       | Policy Number  | D 38          |  |
|                                       |            |                       | Effective Date | 26/08/2024    |  |
|                                       |            |                       | Issue Date     | 01/06/2024    |  |
|                                       |            |                       | Valid Until    | 31/05/2027    |  |
| REVISION HISTORY                      |            |                       |                |               |  |
| Revision No                           | Issue Date | Amendment Description | Date Effective | Revalidated   |  |
| 00                                    | Aug 2015   | First Issue           | Aug 2015       |               |  |
| 01                                    | 19.8.18    | Review and update     | 20.8.18        |               |  |
| 02                                    | 07/12/21   | Review and update     | 04/01/2022     |               |  |
| 03                                    | 01/06/2024 | Review and update     | 20/08/2024     |               |  |
| 04                                    | 30/05/26   | Review and update     | 16/08/26       | 31/05/2029    |  |
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| SCHOOL COMPLAINTS PROCEDURE POLICY    |            |                       | Prepared By    | HR - Admin    |  |
|                                       |            |                       | Issued By      | HR Department |  |

**D38: SCHOOL COMPLAINTS PROCEDURE POLICY****1. Rationale**

The Edison Group of Schools is committed to maintaining positive relationships with students, parents, employees and members of the wider school community. The school recognises that concerns, disagreements and complaints may arise from time to time and believes that these should be addressed promptly, fairly, consistently and professionally.

The school values feedback and views complaints as an opportunity to improve services, strengthen communication and enhance the quality of education and support provided to students and families.

Every effort will be made to resolve concerns informally and at the earliest possible stage. However, where concerns cannot be resolved informally, a formal complaints process is available to ensure that issues are considered appropriately and fairly.

The school is committed to ensuring that all complaints are handled confidentially, impartially and in accordance with the principles of natural justice and procedural fairness.

**2. Aims**

The aims of this procedure are to:

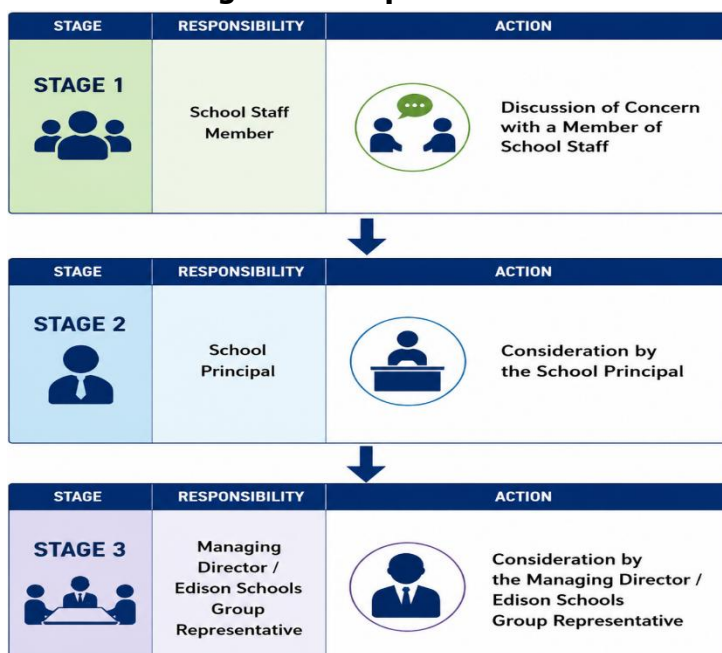
1. Provide a clear and transparent process for raising and resolving concerns and complaints.
2. Ensure complaints are dealt with fairly, promptly and consistently.
3. Promote positive communication and partnership between the school and stakeholders.
4. Encourage concerns to be resolved at the earliest possible stage.
5. Ensure that all parties are treated with dignity, respect and impartiality.
6. Protect the rights and wellbeing of students, parents and employees.
7. Ensure confidentiality throughout the complaints process where appropriate.
8. Identify opportunities for school improvement arising from complaints and concerns.
9. Maintain stakeholder confidence in the school's leadership and governance.

10. Ensure compliance with Edison Schools Group expectations and applicable Ministry of Education and Higher Education (MOEHE) requirements.

### 3. General Principles

1. Complaints should be raised as soon as reasonably possible after the issue arises.
2. Every effort should be made to resolve concerns informally before initiating a formal complaint.
3. Complaints shall be handled respectfully, professionally and confidentially.
4. All parties shall be given the opportunity to present relevant information and evidence.
5. Complaints shall be investigated fairly and objectively.
6. Appropriate records shall be maintained throughout the process.
7. Retaliation against any individual making a genuine complaint shall not be tolerated.
8. Complaints involving safeguarding concerns shall be managed in accordance with the school's Safeguarding and Child Protection Policy and may be referred immediately to the Designated Safeguarding Lead (DSL).
9. Anonymous complaints shall be considered where sufficient information exists to investigate the matter appropriately.
10. The school reserves the right to address complaints that are malicious, abusive, vexatious or intentionally misleading through alternative procedures where appropriate.

### 4. Procedure Outline for Dealing with Complaints



“Empower students to learn for life and strive for excellence so that they can contribute positively to the global society”

## Stage 1

### Discussion of Concern with a Member of School Staff

Most concerns can be resolved quickly and effectively through informal discussion with the relevant member of staff.

The complainant should initially raise the matter with the individual most closely connected to the concern, which may include:

- Class Teacher
- Subject Teacher
- Form Tutor
- Head of Department
- Member of the Administrative Team

The staff member shall:

- Listen carefully to the concern.
- Gather relevant information.
- Seek clarification where necessary.
- Attempt to resolve the matter promptly.
- Explain any actions that will be taken.
- Provide feedback to the complainant.

Where the concern is resolved at this stage, no further action will normally be required.

If the complainant remains dissatisfied, the matter may proceed to Stage 2.



## Stage 2

### Consideration by the School Principal

If the concern cannot be resolved through informal discussion, the complainant may submit a formal complaint to the School Principal.

The complaint should:

- Be submitted in writing.
- Clearly describe the concern.
- Include relevant dates and supporting information.
- Outline any actions already taken to resolve the matter.

Upon receipt of the complaint, the School Principal shall:

- Acknowledge receipt of the complaint.
- Review all relevant information.
- Conduct an investigation where appropriate.
- Meet with relevant individuals if necessary.
- Review school policies, procedures and records.
- Determine whether further action is required.

Following the investigation, the School Principal shall provide a written response outlining:

- Findings.
- Conclusions.
- Any actions taken or proposed.
- Recommendations where appropriate.

Every effort shall be made to respond within ten working days, although more complex investigations may require additional time.



### Stage 3

#### Consideration by the Managing Director

If the complainant remains dissatisfied with the outcome of Stage 2, the complaint may be referred in writing to the Managing Director or designated Edison Schools Group representative.

The appeal should include:

- Details of the original complaint.
- A copy of the School Principal's response.
- Reasons why the complainant remains dissatisfied.

- Any additional supporting information.

The Managing Director or designated representative shall:

- Review all relevant documentation.
- Consider the actions taken by the school.
- Determine whether procedures were followed appropriately.
- Seek additional information where necessary.
- Conduct further enquiries if required.

Following review, a final written decision shall be issued.

The decision at Stage 3 shall normally be considered final.