

Tenby Schools, Tropicana Aman

Whole School Policy

Policy	Resolution of Concerns & Complaints Procedure			
Approval Date	August 2024	Next Review	August 2025	
Review Cycle	12 months			
Scope	Whole Group	<input type="checkbox"/>	Whole School	✓
	International Primary	<input type="checkbox"/>	International Secondary	<input type="checkbox"/>
Ownership	Tenby Schools, TTA	Approved by	TTA SLT	

1. Introduction

1.1 Our Vision

A United World At Peace - Through Education

1.2 Our Mission

To enable the whole community to:

- achieve their full potential for academic excellence and achievements in sports and the arts
- develop the values of compassion, responsibility and integrity
- become effective communicators, creative thinkers and independent learners
- To encourage the values of cultural diversity and acceptance of others different from oneself
- To promote the values of democracy, equality before the law and respect for The Universal Declaration of Human Rights
- To promote international understanding for a peaceful world.

1.3 Our Core Values

- Education matters, it is central to all that we do
- International mindedness
- Lifelong learning
- Respect
- Sensitivity to cultural diversity
- Effective communication

TTA Policy for Resolution of Concerns and Complaints Purpose of the Complaints Procedure

This procedure aims to reassure parents and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- the school recognises that a willingness to listen to questions and criticism and to respond positively can lead to improvements in school practices and provision for pupils.

Complainants may be anyone e.g., parents, guardians, grandparents or anyone with an interest in the work of the school. However, it is expected that it will be mainly parents or guardians who will make use of this procedure. The term 'parent' is therefore used throughout the procedure as a generic term, but the procedure also applies in relation to any other type of complainant. Separate procedures are available to employees of the school and school students.

1. What is the difference between a concern and a complaint?

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. Tenby Tropicana Aman International School (TTA) takes these concerns seriously and will make every effort to resolve the matter as quickly as possible.

2. Informal Stage

Many complaints arise as a result of misunderstanding or can easily be resolved by direct contact between the concerned person and the appropriate member of the school staff. Every effort should therefore be made to resolve a concern or complaint informally with the relevant member of the school staff before proceeding to the formal procedure detailed below. The 'relevant' member of the school staff will depend upon the nature of the concern or complaint and the organisation of the particular school.

Wherever possible, complaints should be dealt with at the informal stage according to the following referral process:

Concern	Contact for informal complaint
Teaching and learning	Class teacher Relevant Year / Key Stage Leader / Head of Faculty / Subject Leader
Pastoral	Year Leader / Key Stage Leader Pastoral Leader
Administrative matters	Human Resources Lead / Bursar

In the rare circumstance where an informal complaint does not address the matter to the satisfaction of the complainant, the formal complaint process will be activated according to the following referral process:

Concern	Contact for formal complaint
Primary	Head of School
Secondary	Head of School
Concerns relating to Head of School	Campus Principal
Concerns relating to Campus Principal	Regional Director: ISP

3. Formal Stage

3.1 Process

If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether (s)he wishes the complaint to be considered formally at stage one of the formal process.

A formal complaint must be made in writing. If the complaint is in the form of a letter, it must be signed and if made by e-mail then the person making the complaint must be clearly identified. Anonymous complaints will not be considered.

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

A decision to instigate the formal complaint process should be accompanied by Form 1 – Formal Complaint: Stage 1 – the complainant should be encouraged to detail what they are seeking in order to resolve their complaint.

4. Dealing with a Complaint

Receipt of a formal complaint will be acknowledged within 7 days.

The complaint will be investigated by a member of the school assigned by the Campus Principal. If the complaint is about the Campus Principal, the matter will be referred to the ISP central team member, who is independent of those involved in the complaint and who will:

- Provide a copy of the complaint to the person who is the subject of the complaint (where relevant)
- Investigate the complaint fully, ensuring all relevant facts are taken into consideration.
- Provide an opportunity for meeting with the person making the complaint.

- Respond to the complaint within 25 school days of the receipt of the complaint.

Within 30 days of the response to the complaint, the person making the complaint will have the opportunity of indicating whether he or she is satisfied or dissatisfied with the response and in the latter case the reasons for this. In this case, a Complaint Form: Stage 2 will be submitted by the complainant.

If the reasons detailed in Complaint Form Stage 2 are judged reasonable then the matter may be considered further. However, the Regional Managing Director of ISP has the right to inform the complainant that the complaints procedure has been exhausted and that the matter is then closed.

5. Resolving complaints

At each stage in the procedure, TTA School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

a) Formal Complaints Form: Stage 1

Please complete this form and return it to the appropriate person as outlined on page 4 of this policy. They will acknowledge its receipt and inform you of the next stage in the procedure.

Your name	
Relationship with school (e.g., parent of a pupil on the school's roll)	
Pupil's name (if relevant to your complaint)	
Your email address	
Daytime telephone number	
Evening telephone number	
Please give concise details of your complaint (including dates, names of witnesses etc.) to allow the matter to be fully investigated. N.B. You may continue on separate paper or attach additional documents if you wish.	
What action, if any, have you already taken to try to resolve your complaint? (i.e., Who have you spoken with or written to and what	

was the outcome?)	
What actions do you feel might resolve the problem at this stage?	
Signature	
Date	

School Use

Date form received	
Received by	
Date acknowledgement sent	
Acknowledgement sent by	
Request referred to	

b) School Complaint Review Form: Stage 2

Please complete this form and return it to the Campus Principal, who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name	
Your email address	
Daytime telephone number	
Evening telephone number	
<p>For the attention of the Campus Principal: I submitted a formal complaint to the school on and am dissatisfied by the procedure that has been followed. My complaint was submitted to and I received a response from on</p> <p>I have attached copies of my formal complaint and of the response(s) from the school. I am dissatisfied with the way in which the procedure was carried out, because:</p> <p>(You may continue separate paper or attach additional documents if you wish.) No. of additional pages attached</p>	
What actions do you feel might resolve the problem at this stage?	
Signature	
Date	

School Use

Date form received	
Received by	
Date acknowledgement sent	
Acknowledgement sent by	
Request referred to	