



## Concerns and Feedback Policy

### 1. Purpose of the policy

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.

### 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 school.

### 3. Formal Stage

If the informal process has been exhausted and no satisfactory solution has been found, the parent may escalate the complaint to the formal stage by completing the issue log or will be asked by the member of staff dealing with the complaint whether they wish the complaint to be considered formally at stage one of the formal process.

A formal complaint must be made by writing into [ipoh@tenby.edu.my](mailto:ipoh@tenby.edu.my).

### 4. Dealing with a Complaint

Feedback 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 procedure that has been followed and in the latter case the reasons for this. In this case, a Complaint Form: Stage 2 will be submitted by the complainant in writing or by email.

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.

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

<b>Concern</b>	<b>Contact for informal complaint</b>
<b>Teaching and learning</b>	Heads of School Deputy and Assistant Heads Subject Leaders (SST/TISS) Year Group Leaders (TISP) Secretaries
<b>Wellbeing and Safety</b>	Heads of Schools Deputy and Assistant Heads Heads of Year (SSTS/SSTP) Heads of Wellbeing (TISS) Year Group Leaders (TISP) Secretaries
<b>Administrative matters</b>	Campus Principal Heads of School Secretaries

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 and the following people will address the complaint from the completed issue log.

<b>Concern</b>	<b>Contact for formal complaint</b>
<b>TISP/TISS/SSTS/SSTP</b>	Head of School
<b>Concerns relating to Head of School</b>	Campus Principal
<b>Concerns relating to Campus Principal</b>	Regional Director: ISP

#### **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.

<b>Your name</b>	
<b>Your email address</b>	
<b>Daytime telephone number</b>	
<b>Evening telephone number</b>	

If you have gone through the process outlined and you feel that your concern has not been addressed, you may request for an external review by the ISP Malaysia regional team by [clicking on this link](#)

**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 .....

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:

(You may continue separate paper or attach additional documents if you wish.)

No. of additional pages attached .....

<b>What actions do you feel might resolve the problem at this stage?</b>	
<b>Signature</b>	
<b>Date</b>	

---

**School Use**

<b>Date form received</b>	
<b>Received by</b>	
<b>Date acknowledgement sent</b>	
<b>Acknowledgement sent by</b>	
<b>Request referred to</b>	