



## Tenby Schools Penang

<b>Policy</b>	School Complaints Procedure			
<b>Completion Date:</b>	April 2023	<b>Next review:</b>	April 2025	
<b>Last Approval Date:</b>	April 2023			
<b>Review Cycle:</b>	24 months			
<b>Scope</b>	<b>Whole Group</b>	<input type="checkbox"/>	<b>Whole School</b>	
	<b>International Primary</b>	<input type="checkbox"/>	<b>National Primary</b>	<input type="checkbox"/>
	<b>International Secondary</b>	<input type="checkbox"/>	<b>National Secondary</b>	<input type="checkbox"/>
<b>Ownership:</b>	SLT		<b>Approved by:</b>	SLT

## 1. Introduction

### 1.1 Our Vision

A United World At Peace - Through Education

#### Our Mission

- To enable 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

#### Our Core Values

1. Education matters, it is central to all that we do
2. International mindedness
3. Lifelong learning
4. Respect
5. Sensitivity to cultural diversity
6. Effective communication

## SCHOOL COMPLAINTS PROCEDURE 1. 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.

## **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.

## **3. Formal Stage**

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.

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.

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>	Relevant Head of Faculty (TISS / STSS) Assistant Headteacher (TIPS)
<b>Pastoral</b>	Head of Year (TISS) Assistant Headteacher(TIPS / STSS / STPS)
<b>Administrative matters</b>	Human Resources Lead: TPS

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

<b>Concern</b>	<b>Contact for formal complaint</b>
<b>TIPS</b>	Ms Henrietta Jameson – Head of School
<b>TISS</b>	Ms Julia Maunder – Head of School
<b>STPS / STSS</b>	Ms Teoh Sin Yee – Head of School
<b>Concerns relating to Head of School</b>	Ms Jeanne Denyer – Campus Principal
<b>Concerns relating to Campus Principal</b>	Mr Ian Sallis – Regional Director: ISP

**Formal Complaints Form:** [Please click here to complete this form](#)

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](#)