



Tenby Schools Setia Eco Park

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 particular 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 using the issue log Microsoft Form linked [here](#) and available on our school website. Anonymous complaints will not be considered.

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 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:

Concern	Contact for informal complaint
Teaching and learning	Heads of School Deputy and Assistant Heads Subject Leaders (SST/TISS) Year Group Leaders (TISP) Secretaries
Wellbeing and Safety	Heads of Schools Deputy and Assistant Heads Heads of Year (SSTS/SSTP) Heads of Wellbeing (TISS) Year Group Leaders (TISP) Secretaries
Administrative matters	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 complain process will be activated and the following people will address the complaint from the completed issue log.

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

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](#)

