



بیلوا انڈیان سکول  
BILVA INDIAN SCHOOL

## **Complaints Policy**

## Mission

At Bilva Indian School we value student. We work together as a community to ensure that students develop well in all aspects of learning, so that they are equipped to face the opportunities and challenges of the 21<sup>st</sup> century wherever they may be.

To do this:

- we provide the best possible learning opportunities in academic subjects, personal development, moral values and life skills.
- staff members and students work together in a spirit of cooperation and mutual harmony.

## Vision

Our vision is for all students to leave Bilva Indian School:

- as independent learners with self-belief and respect for others with a lifelong love for learning and a strong foundation for future success.

## Aims

Our aims are to:

- be a school where as many students as possible reach high academic standards and all are motivated by the progress they make
- help students achieve well through sustained high quality teaching through a vibrant curriculum
- give students time to explore subjects and develop deep understanding in a richly equipped learning environment
- celebrate perseverance, resilience and risk taking, ensuring students welcome challenge and are not afraid to make mistakes
- create an inclusive school where everyone can flourish, whatever their background
- promote an ethos of respect and empathy, where diversity is appreciated and value.

## **Aims of our Complaints Policy**

This policy outlines the procedures that should be followed if a complaint is made about any aspect of the school, or a member of staff within it. The prime aim of this policy is to resolve any complaint as fairly and speedily as possible and ensure that all formal complaints are dealt with in a sensitive, impartial and confidential manner.

## **Introduction**

Bilva Indian School is committed to taking concerns and complaints seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school's formal complaints procedure.

The following details outline the stages that can be used to resolve complaints.

## **Summary Overview**

There are three stages of the complaints procedure. In summary they are as follows:

- Stage 1 (informal): concern heard by an appropriate staff member
- Stage 2 (formal): complaint heard by Principal;
- Stage 3 (formal): complaint heard by Chair of Governors

**Stage 1 – Informal** (Any appropriate member of staff) Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents make their first contact with their child's class teacher.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the school within 10 school working days. The school will then look at your complaint at the next stage.

**Stage 2 – Formal (Principal)** The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The Principal will arrange for the complaint to be acknowledged within 5 school working days of receiving it and a meeting may be convened to discuss the matter further. Following the investigation the Principal will aim to provide a written response within 10 school working days of sending the acknowledgement. However if a complaint is more complex to review this can be extended to a maximum of 20 school working days. The school will provide you details of the new deadline and an explanation on the delay. If you are not satisfied with the result at stage 2 please write to or call the school within 10 school working days of getting our response. The school will then look at your complaint at the next stage.

**Stage 3 – Formal (Governors).** If the matter has not been resolved at Stage 2 or the complaint is about the Principal, then you will need to write to the Chair of Governors c/o the school. The Chair of Governors will arrange for the complaint to be acknowledged within 5 school working days of receiving it and a meeting may be convened to discuss the matter further. Following an investigation, the Chair of Governors or his/her nominee from the governing body, will aim to provide a written response within 10 school working days of sending out the acknowledgement. However if a complaint is more complex to review this can be extended to 20 school working days. The school will provide you details of the new deadline and an explanation on the delay. You will get a final written response from the Chair of Governors.

**Vexatious or repeated complaints.**

Complaints will be handled fairly and openly and reasons will be given for actions taken. As will be clear from the above procedure, dealing with complaints can be a time consuming process. Where complaints are repeated after they have been concluded or they are thought to be vexatious (without sufficient grounds, especially so as to cause annoyance or embarrassment), the school will inform the complainant that this is thought to be the case and will not take the complaint further.