



Complaints Policy

Version Number 1



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1. Introduction

1.1 Policy Statement

The policy of the College is to treat all concerns and complaints seriously and confidentially, in accordance with the set College procedures.

1.2 Aims

Brighton College Bangkok takes pride in the quality of the teaching and pastoral care that the school provides to its pupils; however, if parents do have a complaint, they can expect it to be treated by the College in accordance with this procedure. Correspondence, statements and records will be kept confidential.

2. Practice and Procedures

This procedure is based on the model recommended by the Independent Schools Council and meets the requirements of The Education (Independent School Standards) Regulations 2003, the Children Act 1989 and local requirements.

2.1 Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's class teacher or House Tutor in the first instance. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher or House Tutor cannot resolve the matter alone, it may be necessary for him/her to consult the respective Head of School.
- Complaints made directly to the Head of School will usually be referred to the relevant Class teacher or House Tutor unless the Head of School deems it appropriate for him/her to deal with the matter personally.
- The class teacher or House Tutor will make a **written record of all concerns and complaints and the date on which they were received**. If the complaint is registered by email, the email should be acknowledged within 24 hours to explain that the complaint is being investigated. Should the matter not be resolved within three working days or in the event that the class teacher or House Tutor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.

2.2 Stage 2 – Formal Resolution – Complaints Committee

- If the complaint cannot be resolved on an informal basis, then the parents should **put their complaint in writing using the complaints email address (complaints@brightoncollegebangkok.com)**. The Headmaster will decide the appropriate course of action to take with the Complaints Committee (2.4)
- In most cases, the Headmaster will meet or speak to the parents concerned, normally **within two working days** of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster to carry out further investigations.
- The Headmaster will **keep written records** of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. (Normally **within five working days** of the Headmaster receiving the complaint) The Headmaster will also give reasons for his decision.

2.3 Stage 3 – Official hearing by the Board of Governors

If the complaint cannot be resolved at the level of the Headmaster, the parent has the right to appeal. A panel of up to three Governors may hear an appeal. The person making the complaint can request to be accompanied to the panel hearing. The panel's decision would be final.

The Headmaster's PA will provide an email contact for the Chairman of the Board of Governors if this action is necessary.

4. Assessment and Record Keeping

4.1 Stage 1

The class teacher or House Tutor will make a written record of all concerns and complaints and the date on which they were received. A copy of this written record will be passed to the relevant Head of School for information and a copy will be stored in the pupil's pastoral file.

4.2 Stage 2

A written record of all formal resolution will be stored in the Headmaster's office. The file will usually consist of the following documents:

- A copy of all email correspondence between the parent(s) and the College
- Minutes of all meetings held by the investigating party within the College
- Minutes or notes with regard to all interviews or conversations conducted by the investigating party within the College
- A copy of the final correspondence to parents confirming the outcome of the investigation

4.3 Stage 3

The Headmaster's PA will add a copy of any email correspondence to the relevant complaints file in the event that a parent wishes to appeal the Headmaster's decision. The clerk to the governors will be responsible for any further record keeping. A copy of the relevant complaints file will be handed to the clerk immediately.

5. Staffing and Resources

5.1 Stage 1

- The class teacher or House Tutor will be responsible for all informal resolutions.

5.2 Stage 2: Complaints Committee composition

- Head Master (Chair)
- Heads of School

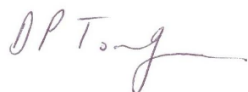
5.3 Stage 3

- Chair of Governors (Chair)
- Up to two further Governors

6. Monitoring and review

This policy is monitored on a yearly basis by the **Headmaster** and is under constant review.

7. Approved by



The **Headmaster** on behalf of the College.

The **Chairman** on behalf of the Board of Governors.

8. Change history record

Version Number	Description of change	Owner	Date of issue