



AM002

The Complaints Policy

Last Reviewed	September 2025
Date Approved	January 2026
Next Review	September 2026
Lead Reviewer	TAS
Reviewing Group(s)	CLT

SAFEGUARDING

At BCBV safeguarding is at the heart of everything we do. We are committed to creating a safe, nurturing and inclusive environment where every pupil can thrive. We believe children develop best when they feel secure, and we expect everyone in our community to uphold this commitment to every pupil's safety, dignity, and wellbeing.

SCHOOL AIMS

This policy is one way in which the School meets the following School Aims:

- To bring together the best of British independent education, as exemplified by Brighton College UK, with a deep respect for and celebration of Thai culture and identity.
- At the heart of our ethos is an unshakeable belief in the transformative power of a Brighton College education: one that shapes character, raises aspirations, and inspires each child to become the very best version of themselves.



1. Policy Statement

This policy provides guidelines for handling concerns and complaints from parents. Separate procedures apply in the event of a child protection and safeguarding issue or if a child is asked to leave and the parents of the pupil concerned seek for a review of that decision. A concern about the safety of a pupil should be notified immediately to the Designate Safeguarding Lead (DSL) or Safeguarding team. Concerns and complaints directly from pupils are dealt with under a separate procedure “Complaint Policy for Pupils”, a copy of which can be supplied upon request.

The term ‘parents’ refers to the parents of a current pupil, the legal or educational guardian of a current pupil, and at the College’s discretion may also include the parent or legal or educational guardian of a pupil who has recently left the College. In the following narrative ‘Head’ refers to the Head of either Preparatory, Senior or BCBV leadership member as appropriate.

This complaints procedure takes into account the regulatory requirements currently in force and is underpinned by a genuine desire to maintain within the College a flexible and responsive culture that recognises the need for a fair, objective and open-minded approach to dealing with concerns and complaints.

2. Aims

This objectives of this Complaints Policy for Parents are to:

- Ensure that a concern or complaint is managed sympathetically, efficiently and at the appropriate level; and that the concern or complaint is resolved.
- Resolve concern or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the College system considering the circumstances.
- Set out and staged the procedure to be followed and what parents can expect from the College in a way of a response; time scale and stages.



3. Stages of Complaint and Resolution

3.1 Stage 1: Informal Complaint or Concerns and Resolution

3.1.1 An Informal Complaint or Concern about General Daily College Operations

If there is anything, in any aspect of a pupil's life at the College that is troubling parents and pupils, then we would urge you to let us know, no matter how minor you may feel the matter to be. The College's staff will do our best to listen and to arrive at a resolution that meets with the satisfaction of concerns.

At this stage, the College expects most concerns can be resolved informally. For examples:

- Dissatisfaction about some aspects of operational support, sanitisation at the College etc.
- Dissatisfaction about allocation of privileges or responsibilities; invoicing concerns, traffic flows concerns etc.
- Concerns about the performance of some other aspect of the College's systems or general equipment.

3.1.2 An Informal Complaint or Concern about General Daily College Operations

Resolution

In the great majority of cases, it is likely that the appropriate member of the College will address your concern effectively and straightforwardly.

- Finance concerns i.e invoicing concerns, payment gateway etc. Parents can contact the College finance office at finance@brightoncollegevibha.ac.th
- Admissions concerns i.e application difficulties, promotion concerns etc. Parents can contact the College admissions office at admissions@brightoncollegevibha.ac.th
- School office i.e pick up cards, documents request timeline, car stickers, food providers concerns etc. Parent can contact our School Office at info@brightoncollegevibha.ac.th



If the College's staff within each office cannot resolve the matter alone, then they are encouraged to consult a more senior manager or their line manager.

In all cases of concern reports, members of staff who receive a concern will make a written record of the issue(s) involved and of the date on which the concern was received. If the issue(s) is resolved, members of staff will update the status of each case on the College written record.

3.1.3 An Informal Complaint or Concern about the College in Other Aspects

On the other hand, if a parent's concerns include dissatisfaction about some aspect of teaching, learning subject matter or pastoral care; dissatisfaction about timetable clashes; or concerns about performance of some other aspect of the College's staff or actions.

- Parents should contact their child's tutor, form tutor or a class teacher in the first instance, who will seek to resolve the matter to the parents' satisfaction. In some cases, teachers may wish to consult a Head of Department (HoD), Deputy Head, or the Head.
- A member of the College Leadership Team (CLT) of the appropriate or Head, may be involved in order to assist in resolving the matter within the timescale provided. A record of any complaints at this stage handled by a member of CLT will be kept centrally by the Head of College's personal assistant or secretary.

If a resolution is not reached within timescale, parents may decide to proceed with their complaint formally in accordance with Stage 2 after first being considered at Stage 1 and only then if the issues, concerns or complaints is categorised to an escalated matter to the formal stage, thus allowing parents the potential for consideration at three (3) distinct stages.

3.2 Stage 2: A Formal Complaint and Resolution

If the complaint cannot be resolved on an informal basis or under Stage 1, then parents can put your complaints in writing to the Head, who will decide the appropriate course of action to take. *Please note that the complaint or concerns at this stage should not be sent to the Chair of the Board of Governors whose involvement begins at Stage 3 below. For fairness it is significant that the person hearing the complaint at each stage has not been involved in prior investigations so that they can remain impartial and neutral. Please contact Head and/or secretary at this stage:*



Preparatory School	Ms Kanokporn (Gift), Preparatory School Secretary kanokporn.p@brightoncollegevibha.ac.th
	Mr Bendall, Head of Preparatory rbendall@brightoncollegevibha.ac.th
Senior School	Ms Peerapan (Gift), Senior School Secretary peerapan.a@brightoncollegevibha.ac.th
	Mr Hayward, Head of Senior nhayward@brightoncollegevibha.ac.th

- Following this initial receiving complaints, the Head will need to discuss the matter with the relevant colleagues and/or pupils to carry out any necessary investigations and with the assistance of senior colleagues to give the matter full and detailed consideration. As part of this process, the Head may wish to have more communication with parents by telephone, email or face-to-face to clarify issues or to seek more information.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established in the course of investigation. The Head will make a decision based on the report. Once a conclusion has been reached, the Head will communicate the outcome to parents in writing, setting out reasons for it as well as any action taken or proposed decision, a meeting with parents may be offered to discuss. During any investigation process, the College will declare any potential conflict of interest to any parental parties involved (if any).

At this stage, the Head and senior staff will keep a written record of all meetings and interviews held in relation to the complaint. If the issue(s) is resolved, the Head or senior staff will update the status of each case on the College written record. If the Head feels that further investigation is warranted in order to reach a decision, they should inform the complainant and discuss a suitable alternative timeframe within which to carry out this further investigation.

In the event of a formal complaint about a Head of Prep or Head of Senior School, this should be addressed to the Head Master. Please use the contact details of Head Master's Personal Assistant, Ms Wantiva (Egg) via email at wantiva.n@brightoncollegevibha.ac.th. In this case the investigation of the issue will be led by the Head Master.

If a resolution is not reached within timescale, parents can choose to request a panel hearing in stage 3 of this procedure.



3.2 Stage 3: Panel Hearing (Appeal to Chair of the Board of Governors)

If following the completion of the procedure set out in Stage 2, parents are still unhappy with the outcome and wish to request an appeal to the Chair of the Board of Governors that parents may invoke Stage 3 which means that the matter will be referred to the Complaint Panel for consideration.

To initiate this process, parents will need to send written notice of their complaint and intention to the Chair of the Board of Governors within 14 days of the Head Master's decision under stage 2. Please request contact details from PA to the Head Master.

The Chair will acknowledge the complaints and schedule a hearing to take place within 45 school working days. The panel will consist of three people not directly involved in the matter detailed in the complaint. The panel members will be appointed by the College.

One of the Panel members will be independent of the management and running of the school. The independent member of the Panel, who will be chosen and appointed by the College, will be someone who has held a position and responsibility and who, by dint of their professional experiences, has had experience of analysing situations and evaluating complex information and putting forward balanced arguments. Parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal presentation will not normally be appropriate. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Complaints received during the College holidays will be dealt with once term recommences unless they are of an immediate safeguarding concern.

Copies of such particulars will need to be supplied to all parties not later than 5 working days prior to the hearing. If possible, the Panel will resolve the complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out and keep the complaint informed of the progress of the investigation. Head Master will review all formal complaints and their outcomes termly and report on these to the Board of Governors, with a particular focus on any patterns or trends giving rise to concerns.



After due consideration of all facts it considers relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 30 normal school school working days or as soon as practically possible in the holiday periods. The Panel will write to the parents informing them of its decision and the reason for it. The decision of the Panel will be final. The Panel's finding and any recommendations will be sent in writing to the parents, to the Head Master and where relevant to the person(s) complained about. They will also be available on the College premises by the proprietor and the Head Master.

4. Complaints Raised by Social Media

It is never appropriate for parents to raise complaints in an open forum via social media. For the dignity and protection of all parties, complaints must be raised in keeping with this policy. Where parents make complaints in an open forum, they will not be considered to be formal complaints and the College reserves the right to consider such actions as vexatious. Continued raising of complaints in an open forum may constitute an irreparable breakdown on relation between parents and the College.

5. Timescales

The College will do its very best to keep the timescales set out in this policy. These are expressed as a number of College working days, which means Monday and Friday (exclude weekends) during term time. We aim to deal with complaints received during College holidays as soon as reasonably practicable, and normally within the timescales set out in this policy. Where there are delays, caused for example by staff absence, parents will be informed and given an indication of the next steps and likely timescale for a response.

The aim will always be to deal with all complaints as promptly as possible; and, as a backstop deadline, a complaint received outside of term time will always be dealt with, at the latest, within the timescales set out above for term-time once term has started again.



6. Record Keeping

Detailed written records will be made of all complaints made under Stages 2 and 3 above. The records will indicate whether the complaint was resolved following a formal procedure or whether it proceeded to a panel hearing. They will also contain an account of the action taken by the College as a result of these complaints regardless of whether or not they were upheld. These records will be stored securely and confidentially by the College for 10 years. The written records of complaints will identify those complaints relating to boarding provision and actions taken by the College as a result of those complaints.

7. Persistent Correspondence

Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this can be regarded as vexatious and outside the scope of this policy.

8. Confidentiality

Parents may be assured that your complaint or concern will be treated seriously and confidentiality, Correspondence statements and records will be kept confidential except where the Secretary or a body of the Ministry of Education conducting an inspection, where disclosure is required in the course of the College's inspection, or where any other legal obligation prevails. It is important to stress that it is College policy that complaints made by parents should not be rebound adversely on their child(ren)