

## Policy 7.90

### NCBIS COMPLAINTS PROCEDURES

At NCBIS we recognise the importance of regular interaction between faculty and parents so that student learning and development can be supported consistently. In the circumstance that parents have a complaint, the school will treat it in accordance with its procedure.

#### *1. Informal Resolution*

- a. It is hoped that most complaints and concerns will be resolved quickly and informally.
- b. If parents have a complaint or concern they should, in the first instance, contact their son(s)/daughter(s) teacher. In most cases, the matter will be resolved. If the teacher cannot resolve the matter alone, it may be necessary for them to contact the Head of Department/Key Stage Coordinator or Head of School.
- c. Any complaint made directly to the Head of School or Principal will normally be referred to the relevant teacher.
- d. Teachers and Heads of School will keep anecdotal records of concerns and complaints on the date when they were received and reviewed.

Most complaints will be resolved informally. In the case(s) when this does not happen, parents will be advised that they may follow a formal procedure.

#### *2. Formal Resolution*

- a. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to relevant the Head of School. The Head of School will decide, after considering the complaint, the appropriate course of action to take.
- b. In most cases the Head of School will speak to the parents concerned, normally within three days of receiving the complaint, and will discuss the matter. If possible, a resolution will be reached at this stage.
- c. The Head of School may need to carry out further investigations.
- d. The Head of School will keep written records of all meetings and interviews held in relation to the complaint.
- e. Once the Head of School 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. The Head of School will also give reasons for the decision.
- f. If parents are still not satisfied with the decision, they should proceed to address the issue to the Principal who will review the situation using the same procedure as the Head of School. Alternatively, in matters of a serious nature such as suspensions and expulsions, the parents may request a formal Panel hearing (Stage 3 – Complaints Panel).
- g. If parents seek to involve Stage 3 (following a failure to reach an earlier resolution) they should submit a letter to the Principal stating that they wish to refer their case to a formal Complaints Panel. The Principal has been appointed by the Board to call hearings of the Complaints Panel.

- h. The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three members of the Board of Directors. The three Board members will be appointed by the Chairperson.
- i. 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. Copies of such particulars shall be supplied to all parties not later than two days prior to the hearing.
- j. The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- k. If possible, the Panel will resolve the parents' complaint immediately, without the need for further investigation.
- l. Where the investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations which it shall complete within five days of the hearing.
- m. The Panel will write to the parents informing them of its decision and the reasons for it. The decisions of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the relevant Head of School, the Chairperson and where relevant the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where any other legal obligation prevails.