

I.2 – Parental concerns

Rationale

The British School, Alexandria prides itself on the quality of teaching and pastoral care provided to its pupils. From time to time, however, parents may wish to raise a concern with the School. In such cases, they can expect it to be treated by the School in accordance with the steps set out below.

Outcomes

Parents and prospective parents have access to this policy via the school website. The Principal keeps records of concerns from parents which are reported to the Board of Governors.

Key features

Stage 1 - Informal Resolution

- It is hoped that most concerns can be resolved quickly and informally. At all times staff will listen carefully and patiently; in doing so, they will recognise that the issue is of concern to the parent and/or pupil.
- If parents have a concern they should initially contact their son/daughter's class/form teacher.
- In many cases, the matter will be resolved straight away to the parent's and teacher's satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him/her to involve the respective Head of Department or Head of School.
- Concerns made directly to a Head of School will usually be referred to the relevant teacher.
- However, if parents have a serious concern about a member of staff they may approach the Head of School directly.
- The class/form teacher, or Head of School, will make a written record of the concerns and the date on which they were received. This will be emailed to the Principal for reporting to Governors.
- Should the matter not be resolved within an agreed timeframe or in the event that the teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their concern in writing in accordance with Stage 2 of this procedure.

Stage 2 - Formal Resolution

- If the concern cannot be resolved on an informal basis, then the parents should put their concern in writing to the Principal. The Principal will decide, after considering the concern, the appropriate course of action to take. Action will be taken within ten days of receiving the concern. At this stage further written records will be made.
- In most cases, the Principal will meet the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary, however, for the Principal to carry out further investigations.
- The Principal will keep written records of all meetings and interviews held in relation to the concern. Parental Concerns Policy
- Once the Principal 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 Principal will also give reasons for the decision.
- In the unlikely event that parents remain unsatisfied with the decision, they should proceed to Stage 3, where they are entitled to an independent hearing.

Stage 3 – Board of Governors Hearing

- Parents should only approach the Board of Governors following a failure to reach an earlier resolution. Board members should only become involved in resolution of an issue if they are certain that Stages 1 and 2 have failed. If not, it should be referred to the Principal.
- The matter will then be referred to the Board of Governors for consideration. The Board should be contacted in writing care of the Clerk to the Board at board@bsalex.net who will acknowledge receipt.
- The Board will aim to resolve the parent’s concern without the need for further investigation and will contact the parents within 2 weeks of receiving the complaint with their conclusion.
- Where further investigation is required, the Board will contact parents to notify parents that further investigation will be needed and the Board will decide how this should be carried out. The parents should be notified of the outcome of the investigation and the Board’s conclusion within a maximum of 4 working weeks from receiving the complaint.
- If the parents are not happy with the Board’s conclusion the parents will have a right to appeal to the Board and have a hearing consisting of 2 governors who have not previously been directly involved in dealing with the complaint together with a third person who is independent of the school. The Board will then write to the relevant parties informing them of its decision and the reasons for it. The decision of the Board of Governors will be final.

Parents can be assured that all concerns will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. However, it is possible that at some time in the future external inspectors or accreditors may need to sample evidence of concerns and the school’s procedures for dealing with them and will in such circumstances be given access to any evidence gathered.

Supporting documents

- Concerns form

This policy has been discussed and agreed by The British School, Alexandria Board of Governors.

Signed Date
Principal CEO

Signed Date
On behalf of the Board

Policy review date: November 2017