



4.3 Complaints Procedure

This policy is available upon request and is published on the school's website.

1 Introduction

1.1 King's College International School Bangkok is committed to providing a high standard of teaching and pastoral care for its students. However, if a parent does have a complaint, they can expect it to be treated by the school with care and in accordance with this procedure.

1.2 If the parent of a student (which term includes a guardian and may, at the school's sole discretion, include a parent of a former or prospective student) has a complaint or a significant concern in relation to that student, the school will seek to resolve the complaint promptly, fairly and, if possible, informally. This procedure will be used for that purpose.

1.3 Separate procedures, as set out in the Safeguarding Policy, apply if a child protection issue has arisen.

1.4 A concern about the safety of a student should be notified immediately to the person who is best placed to take urgent action and should be confirmed in writing to the Headmaster.

1.5 This policy has been approved by the executive committee and the board of governors and provides guidelines for handling concerns and complaints. It takes account of *Part 7 of the Education (Independent School Standards) Regulations 2014*. The procedures below may be adapted as necessary to meet the policy aims and circumstances of each case. Certain procedures can only be carried out during term time. Where the term 'working days' is used, this shall mean any day that is not a Saturday, Sunday or national holiday and that falls within the school's term time as published on the school's website.

2 Stage 1: informal resolution

2.1 A parent with a complaint must, wherever possible and in the first instance, contact the student's form/house tutor who will do everything possible to resolve the matter straightaway to the parent's satisfaction. The form/house tutor should encourage them to do this in writing. If received verbally, the form/house tutor should ask this to be summarised in email form.

2.2 If the form/house tutor is not able to resolve the matter alone, he or she may seek assistance from the senior leadership team.

2.3 Where a parent directly contacts a member of the SLT, that SLT member will refer the complaint to the student's form/house tutor unless, in the circumstances of the particular case, he/she decides that it is not appropriate to do so.



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2.4 Should the complaint be against the Headmaster, the parents should make their complaint directly to the Chairman of the Executive Committee, who will appoint a member of the executive committee to follow the stages of the complaints process set out in this policy. The Chairman of the Executive committee can be contacted via the HR Manager at the address set out at the end of this document.

2.5 The written complaint should be uploaded to the secure area of SchoolBase by the form/house tutor along with their response.

2.6 If after ten working days of a complaint being made, a parent is not satisfied that the matter has been resolved, they may proceed to Stage 2 of this procedure.

3 Stage 2: formal resolution

3.1 A parent may complain to the Headmaster. Whilst a parent may proceed directly to Stage 2 (formal resolution) without first seeking to resolve the complaint through Stage 1 (informal resolution), this is discouraged. Informal resolution, wherever possible, will always be in the best interests of all parties.

3.2 Any such complaint must be in writing, stating that it is made under Stage 2 of the school's Complaints Procedure.

3.3 Wherever possible, the Headmaster will contact the parent within three working days of receiving the complaint in order to discuss the matter and achieve an acceptable resolution.

3.4 Where a resolution has not been reached, the Headmaster may ask a senior member of staff or member of the executive committee who has not been involved in the subject matter of the complaint to act as an 'investigator'. The investigator may request additional information from the parent and may wish to speak to him/her or others who have knowledge of the circumstances. The outcome of the investigation will be reported to the Headmaster.

3.5 The Headmaster's decision and his reasons for it shall be given in writing and sent to the parent within three working days of the last interview. Written records will be kept of all meetings and interviews held in relation to the complaint.

3.6 Where a parent is still not satisfied that the matter has been resolved, they may proceed to Stage 3 of this procedure.

4 Stage 3: panel hearing



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4.1 A parent may request a panel hearing by sending details of a complaint that they believe has not been resolved at Stage 2 to the HR manager within seven days of the date of the Headmaster's decision. The address for the HR manager is in paragraph 6.4 below. The letter should give full details of the complaint and state the outcome sought. The letter will be acknowledged by the HR manager within five working days indicating whether any further information is required, the action that will be taken and the likely timescale.

4.2 The chairman of the executive committee will then convene a panel, as soon as is reasonably practicable, to deal with the complaint (the panel will not normally sit during school holidays). The panel will be made up of at least three persons, each of whom is not directly involved in the matters detailed in the complaint. One member of the panel is to be independent of the management and running of the school. The other two members of the panel are to be drawn from the executive committee.

4.3 The HR manager shall then acknowledge the complaint, inform the parent of the composition of the panel and schedule a hearing date which will be as soon as possible and within 28 days from receipt of the complaint, though this may not be possible if the complaint is received outside of term time.

4.4 Where a parent has requested a panel hearing, one will take place unless the parent later indicates that they are now satisfied and do not wish to proceed further.

4.5 Unless such notice is given, the panel hearing will take place whether or not the parent decides to attend. If the parent decides not to attend, the panel will consider the parent's complaint in their absence and issue findings on the substance of the complaint.

4.6 The panel may decide they require additional material, further particulars of the complaint or any related matter in advance of the hearing. Any such additional material or further particulars shall be supplied to all parties at least seven working days before any hearing to consider the complaint and, if necessary, the hearing date shall be deferred.

4.7 A parent may attend the hearing of the panel and be accompanied by a friend or relative. Legal representation is neither necessary nor appropriate but if the parent wishes to be accompanied by a legally-qualified person acting in his/her professional capacity, the school must be notified at least seven working days before the hearing.

4.8 The hearing will be a private proceeding chaired by a member of the panel (chosen by themselves) and will be conducted in an informal manner. No notes, other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media. All those attending the hearing are expected to show courtesy, restraint and good manners else, after due warning, the hearing may be adjourned or terminated at the discretion of the chair. If for this reason the hearing is terminated, the original decision will stand. Any parent



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who is dissatisfied with any aspect of the way the hearing is conducted must say so before the proceedings go any further and their comments will be minuted. The role of the panel is to establish the facts surrounding the complaints by considering the documents provided by both parties and any representations made by the parties at the hearing. The panel is not empowered to make any financial award nor impose sanctions on staff, students or parents. At the hearing, the panel will attempt to achieve a resolution.

4.9 Where the panel is satisfied that it has established all the relevant facts (if necessary, having carried out further investigations) and has duly considered all that the parent and the school has said, yet a resolution has not been reached, the panel shall show its findings and make recommendations (if any). If the panel considers that the complaint has been proven, it will uphold the complaint. If the panel does not consider that the complaint has been proven, it will dismiss the complaint. These decisions will be made on the balance of probabilities.

4.10 The panel's findings and any recommendations (which shall be made no later than fourteen days from the date of the final hearing) and its reasons for them, shall be recorded in writing and sent to the parent, the Headmaster, the secretary to the governors and, where relevant, any individuals complained about. The decision, findings and any recommendations will be made available for inspection on the school premises by the governing body and the Headmaster.

5 Stage 4: Ministry of Education

If the complainant or school is still not satisfied with the outcome, either party is entitled to take the complaint to the Ministry of Education whereby the complaint and findings are registered and made available to complainants.

If at any stage the complainant starts legal action in relation to the issue, the process will cease and all further correspondence will be with the school's legal representative.

6 Confidentiality and records

6.1 Parents can be assured that all concerns and complaints are treated seriously and confidentially.

6.2 The record of complaints must state whether the complaint has been resolved following a formal procedure or whether it has proceeded to a panel hearing. It must also give details of the action taken by the school as a result of these complaints, regardless of whether the complaint has been upheld.

6.3 In accordance with data protection principles, details of individual complaints will be kept for as long as is considered reasonably necessary in the circumstances.



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6.4 The number of complaints registered under formal procedure in the preceding school year is available from the HR manager by writing to:

HR Manager - metinee.s@kingsbangkok.com

King's College International School Bangkok

727 Ratchadaphisek Road

Bang Phong Phang, Yan Nawa

Bangkok 10120

All policies are reviewed regularly and are subject to change.