

# St Joseph's Institution International School Malaysia

*Enabling youth to learn and to learn how to live, empowering them to become people of integrity and people for others.*



## Complaints Policy

Signed..... **Eileen Quigley** Elementary School Principal

Signed..... **Stuart Glascott** High School Principal

**Date of Policy:**

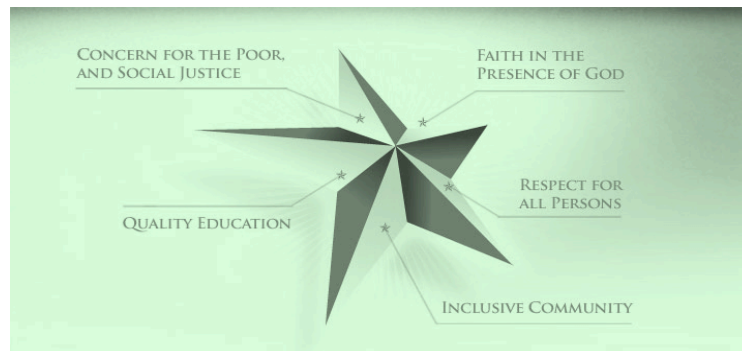
**Date of Review:**

Date: August 2016

Complaints Policy

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**This policy is written in the spirit of putting into practice our Lasallian core values**



SJI International seeks to offer an education of the highest standard to its students. However, even in the best run institutions, there are challenges and when parents have a complaint to make about the school, the school is keen to be the first to hear. In this way, problems can be remedied in a timely way and the quality of the school improved.

**Scope:** All matters relating to the actions of staff and application of school procedures where they affect the individual pupils concerned.

**General Principles:**

- An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances.
- To allow for a proper investigation, complaints should be brought to the attention of the school as soon as possible. Any matter raised more than 3 months after the event being complained of will not be considered, save in exceptional circumstances.
- Investigation of any complaint or review request will begin within 5 school days of receipt of the same. The investigation will be completed as soon as reasonably practicable. Acknowledgement of the complaint will be made within two days.

**Part A. Complaining about the actions of a member of staff other than the Principals or Head of School.**

**1) Informal Stage**

The complainant is normally expected to arrange to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage. (In the case of serious concerns it may be appropriate to address them directly to the Principal). An unreasonable refusal to attempt an informal resolution may result in the procedure being terminated forthwith. (Any dispute in relation to the “reasonableness” may be determined through the review process).

If the complainant is not satisfied with the outcome of the meeting with the member of staff the complaint may be raised with the Phase Leaders or Head of Departments.

**2) Formal Stage**

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Principal, who will be responsible for its investigation. The complainant should include details that might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. In addition the Principal may meet with the complainant to clarify the complaint.

The Principal will collect such other evidence as he/she deems necessary. Where this involves an interview

with a member of staff, who is the subject of the complaint, that member of staff may be accompanied by a friend or representative if they wish.

The investigation will begin as soon as possible and when it has been concluded, the complainant, and the member of staff concerned, will be informed in writing of the outcome. This may be to the effect that:

- There is insufficient evidence to reach a conclusion, so the complaint cannot be upheld.
- The concern is not substantiated by the evidence.
- The concern was substantiated in part or in full. (Some details may then be given of action the school may be taking to review procedures etc... but details of the investigation or of any disciplinary procedures will not be released)
- The matter has been fully investigated and that appropriate procedures are being followed, which are strictly confidential (e.g. where staff disciplinary procedures are being followed).

**The complainant will be told that consideration of their complaint by the Principal is now concluded.**

If the complainant is not satisfied with the manner in which the process has been followed, the complainant may request that the Head of School review the process followed by the Principal in handling the complaint. Any such request must be made in writing within 2 weeks of receiving notice of the outcome from the Principal, and include a statement specifying any perceived failures to follow the procedure.

If the complainant considers that the decision of the Principal is perverse, or that the Principal has acted unreasonably in considering the complaint, then the complainant may bring a complaint against the Principal under Part B of this procedure. This will provide an opportunity for the evidence to support such a complaint to be investigated.

## **Part B Complaining about the actions of the Principal**

### **1) Informal stage**

The complainant is usually expected to arrange to speak directly with the Principal. (In the case of serious concerns it may be appropriate to raise them directly with the Head of School) Many concerns can be resolved by simple clarification or the provision of information. If the matter is not resolved, if both parties agree, then a third party may be invited to a further meeting. A refusal, unreasonably, to attempt an informal resolution may result in the procedure being terminated forthwith.

### **2) Formal Stage**

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Head of School who will determine which of the agreed procedures to invoke.

The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, copies of relevant documents, etc... In addition the complainant will be invited to meet with the Head of School to present oral evidence or to clarify the complaint.

The Head of School will collect such other evidence as is deemed necessary. This may include the interviewing of witnesses and others who may provide relevant information.

The Principal will be provided with a copy of the complaint and any additional evidence presented by the complainant or collected by the Head of School. Once there has been an opportunity for the Principal to consider this, he/she will be invited to meet separately with the Head of School, in order to present written and oral evidence in response. The Principal may be accompanied at this meeting by a friend or representative.

When the investigation has been concluded, the complainant and the Principal will be informed in writing of the outcome. The complainant will not be informed of any disciplinary/capability action.

**The complainant will be told that consideration of their complaint by the Head of School is now concluded.**

If the complainant is not satisfied with the manner in which the process has been followed, the complainant may request that the Chair of the Board review the process followed by the Head of School in handling the complaint. Any such request must be made in writing within 2 weeks of receiving notice of the outcome from the Head of School, and include a statement specifying any perceived failures to follow the procedure.

If the complainant considers that the decision of the Head of School is perverse, or that the Head of School has acted unreasonably in considering the complaint, then the complainant may bring a complaint against the Head of School under Part C of this procedure. This will provide an opportunity for the evidence to support such a complaint to be investigated.

### **Part C Complaining about the actions of the Head of School**

#### **1) Informal stage**

The complainant is usually expected to arrange to speak directly with the Head of School. (In the case of serious concerns it may be appropriate to raise them directly with the Chair of the Board) Many concerns can be resolved by simple clarification or the provision of information. If the matter is not resolved, if both parties agree, then a third party may be invited to a further meeting. A refusal, unreasonably, to attempt an informal resolution may result in the procedure being terminated forthwith.

#### **2) Formal Stage**

If the complaint is not resolved at the informal stage the complainant must put the complaint in writing and pass it to the Chair of the Board who will determine which of the agreed procedures to invoke.

The complainant should include details which might assist the investigation, such as names of potential witnesses, dates and times of events, copies of relevant documents, etc... In addition the complainant will be invited to meet with the Chair to present oral evidence or to clarify the complaint.

The Chair will collect such other evidence as is deemed necessary. This may include the interviewing of witnesses and others who may provide relevant information.

The Head of School will be provided with a copy of the complaint and any additional evidence presented by the complainant or collected by the Chair. Once there has been an opportunity for the Head of School to consider this, he/she will be invited to meet separately with the Chair, in order to present written and oral evidence in response. The Head of School may be accompanied at this meeting by a friend or representative.

When the investigation has been concluded, the complainant and the Head of School will be informed in writing of the outcome. The complainant will not be informed of any disciplinary/capability action.

**The complainant will be told that consideration of their complaint by the Chair is now concluded.**

