

## **The British International School Istanbul Complaints Policy**

### **Complaints Procedure**

BISI takes pride in the quality of its teaching and pastoral care provided to its students. However, if parents have a complaint, the procedure to be followed is:

#### **Stage 1: Discussion with staff**

Should you have any concerns please let us know as early as possible. Most concerns and complaints can be resolved quickly by speaking directly to your child's class/form teacher, subject teacher, or the Head of Department. It may be appropriate for any of these teachers to consult with other staff as well or indeed refer the matter to them. We would hope that any problem could be resolved through this initial contact. The school will keep a written record of your concern and the outcome. The school will aim to resolve the issue within 10 days of the complaint being received, subject to the parent being available to visit the school during this time.

Should your concern or complaint not be resolved satisfactorily you have the right to proceed to Stage 2.

#### **Stage 2: Referral to the Director**

2.1 If Stage 1 does not reach an acceptable outcome you should contact the Director. The Director will then either speak to you on the telephone or arrange a meeting with you within 5 working days of your contacting him to discuss the problem and seek to resolve your complaint. The school will keep written records of these conversations.

2.2 Should you still be dissatisfied with the school's response you should refer the matter to the Chairman of the Board of Governors in writing via the Head of Communications and PR.

#### **Stage 3: Appeal to the Governing body**

Upon receipt of your formal complaint, the Chairman will conduct an investigation and determine the best course of action. This may involve referring your complaint back to the Director for a second meeting. Should the Chairman fail to achieve an acceptable outcome through his personal intervention, he will then refer the matter to a Complaints Panel for consideration.

A Complaints Panel will be appointed by the Board of Governors and will comprise of up to three persons. They will be drawn from the Board of Governors and will include one other suitably qualified person unrelated to the governance or leadership of the school as the Chairman considers appropriate. Members of the Complaints Panel will not have been involved in dealing with your complaint at an earlier stage. If it deems it necessary, the Panel may require further particulars of the complaint or any related matter to be supplied in advance of a hearing. A hearing will be arranged as soon as practicable and normally within fifteen working days of the convening of the Panel. Parents may be accompanied to a hearing of the Panel by one other person. It would normally be inappropriate for this person to be acting in a professional capacity.

If possible the Panel will resolve your complaint immediately without the need for further investigation.

Where further investigation is required the Panel will decide how it should be carried out. After due consideration of all the relevant facts the Panel will reach a decision and make recommendations within fifteen working days of the conclusion of the hearing. The Panel will write to you informing you of its decisions and the reasons for them. The Panel's findings and, if any, recommendations will be sent in writing to you, the Director, the Governors and, if relevant, the person complained about. Decisions made by the Complaints Panel will be final. All correspondence, statements and records throughout all stages of the complaints procedure will be kept confidential except where disclosure is required in the course of the school's inspection, or where any other legal obligation prevails. Records of complaints are kept for three years.

There is an outside limit of 28 working days for all complaints to be dealt with and reported on.

This Procedure also applies to the **EARLY YEARS FOUNDATION STAGE** (Nursery and Reception).

This procedure is available to all parents through our school website [www.bis.k12.tr](http://www.bis.k12.tr) and is included in the information handed to new parents at the registration stage of enrollment.