



COMPLAINTS PROCEDURE (External)

Guiding Statements

ACS (International) prides itself on the quality of the education and pastoral care provided to its students; however we do welcome constructive suggestions and comments from parents and take seriously complaints and concerns which they may raise. The notes that follow describe the policy and show how to use our complaints procedure.

Basic Overview

Students, parents or other persons, may report concerns or complaints to ACS (International). A person may file a complaint at any level of the school; i.e., Principal, Vice-Principal, Head of House or Head of Faculty. However, persons are encouraged to file a complaint at the line-manager level when appropriate. If the complaint involves the Principal, the complaint must be filed with the Human Resources.

Depending upon the nature and gravity of the complaint, the supervisor or other manager receiving the complaint will determine the nature and scope of the investigation or follow-up procedures. If the complaint involves serious allegations, the matter will promptly be referred to the Principal. The Principal will determine the nature and scope of the investigation and designate the person responsible for the investigation or follow-up relating to the complaint. The designated investigator will ascertain details concerning the complaint and respond promptly to the appropriate manager concerning the status or outcome of the matter.

The appropriate manager will respond in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken, to the extent permitted by law. The Principal will be copied on the correspondence and consulted in advance of the written response when appropriate.

The school adopts the restorative approach in resolving conflicts and repairing relationships between people and its community. The importance of communication and understanding the issues involved is key to restorative practice.

Curriculum Complaints

This policy also relates to students, parents\guardians and other interested parties in regards to curriculum matters.

Any complaints received regarding curriculum matters will be investigated by either the Principal, Vice-Principal or Head of Faculty. Where appropriate and\or required, the school will follow the processes and procedures as outlined for external curriculum bodies such as Cambridge Assessment or the International Baccalaureate. For matters related to external curriculum bodies, the school will inform the complainant of the internal\external processes and how they can seek additional help from external bodies if required.

Limitation of the Policy

Adherence to this policy shall not limit the School's right to require and obtain additional information or to use other procedures in lieu of criminal background checks to obtain information relating to criminal activities of final candidates.

<i>Prepared By</i>	<i>Approved By</i>	<i>Review and Revised</i>	<i>Reviewed by</i>	<i>Next Review</i>

Detailed Procedures

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally, without recourse to formal channels.
- If parents have a complaint, they should normally contact their son or daughter's teacher or House Tutor. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the teacher or House Tutor cannot resolve the matter alone, it may be necessary for the parent to consult the relevant members of staff, including the Head of House/Head of Faculty/Vice Principal.
- A brief written record of all concerns and complaints and the date on which they were received will be made on the form provided for the purpose. Records will note whether the complaint was resolved or whether it was referred on to the next stage. Should the matter not be resolved within five working days, or in the event that the member of staff and the parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with stage 2 of this Procedure.
- Please note that complaints that are received during term breaks, or close to the end of term, may not be able to be investigated fully until school is back in session.
- Correspondence, statements and records relating to individual complaints will be kept confidential.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, their complaint should be put in writing to the Principal. The Principal will decide, after considering the complaint, the appropriate course of action to take. This will start the formal phase of the complaint.
- It may be necessary for the Principal, or their delegate, to carry out further investigations as a consequence of any such discussions. The duration of this will depend on the complaint, parties involved, and whether school is in session or not.
- The school will keep written records of all meetings and interviews held in relation to the complaint. Records will note whether the complaint was resolved or whether it was referred on to the next stage. Correspondence, statements and records relating to individual complaints will be kept confidential.
- 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 the complainant will be informed of this decision in writing which will be final. The Principal will also give reasons for his decision.
- It is hoped that parents will feel satisfied with such an outcome but in the event that they do not they may wish to refer the matter to the Chairman of the Board of Management for his consideration. He can be contacted via the School.
- As ACS (International) is a private school it is neither appropriate nor necessary to make any representation to the MOE.

All concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where any legal obligation prevails.

1. Procedure for a student making a formal complaint

The student should write to either their House Tutor, Head of House, Head of Faculty, Vice-Principal or Principal to inform them that they wish to make a formal complaint.

The student will then receive a note informing them that the complaint has been registered and that it will be attended to.

2. Simplified Complaints Procedure

The full Complaints Procedure is available to all staff, students and parents on the school's website. However, in order to provide a simple form of the procedure the diagram shall act as simplified diagram for the complaint procedure.

ACS (International) Simplified Complaints Procedure

