



British School
of Bucharest

Complaint Policy and Procedure

Introduction

The following procedure will apply across the whole school for anyone wishing to make a complaint.

Aims and Objectives

BSB encourages parents to raise any concerns as soon as possible. We aim to respond to all complaints in a timely manner whilst knowledge of the complaint will be kept confidential and limited to those directly involved. The exception to this is in the case of local legal requirements permitting access.

We seek to adhere to the set timescales wherever possible. Any delays will be communicated to the complainant in writing including an explanation. If a complaint relates to the Head of Primary or Secondary, the complaint should be directed to the Headmaster. A written record of all complaints must be kept to monitor the level at which they were resolved.

Procedure

Stage 1- Informal: Complaint heard by staff member

It is anticipated that most complaints will be resolved quickly and informally. In most instances, parents should contact the relevant teacher or tutor in the first instance. This can be done via the Home School communication book, emailing office@britishschool.ro or requesting a meeting.

Stage 2- Formal: Complaint heard by Head of Primary or Secondary.

If the parent is not satisfied with the outcome or the complaint is unresolved, then they must send the details in writing to the Head of Primary/Secondary, as appropriate. The Head of Primary/Secondary will respond within five working days (or as soon as reasonably practicable during holiday periods) to outline how they propose to proceed.

If the Head of Primary/Secondary needs to investigate the complaint further then all records of meetings and details in relation to the complaint will be documented. Once the relevant facts have been established, a decision will be made within five working days (or as soon as reasonably practicable during holiday periods) and the parents informed of the decision in writing by letter or email.

Stage 3- Formal: Complaint heard by the Headmaster.

If the parent is not satisfied with the outcome or the complaint is unresolved, then they must send the details in writing to the Headmaster. The Headmaster will respond within five working days (or as soon as reasonably practicable during holiday periods) to outline how they propose to proceed. The Headmaster may invite the parent to a meeting. A written response will be given either by letter or email within ten working days (or as soon as reasonably practicable during holiday periods) of the complaint being received.

It is hoped that parents are satisfied with the outcome and their concerns have been fully and fairly considered. In extreme circumstances, if parents are not satisfied then they should proceed to the next stage.

Stage 4- Formal: Appeal heard by the President of Crawford House and panel

The appeal will be dealt with at a hearing chaired by the President of Crawford House. A panel of three people not directly involved in the matters detailed in the complaint will be nominated by the President of Crawford House. One panel member must not be a school manager or involved in the running of the school. Parents can attend the panel accompanied if they wish to do so.

The panel should convene within ten working days (or as soon as reasonably practicable during holiday periods) of Stage 4 being requested. Any findings or recommendations by the panel will be given to the complainant, Headmaster and the person the complaint refers to (where relevant) within 10 working days of the hearing.

Numbers of Complaints

During the academic year 2016-2017 there were 7 complaints that reached Stage 3 and no complaints that reached Stage 4.

Reviewed by Simon Lambert, Director of Business Services

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Next review date September 2018



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