



Complaint Policy

Introduction

Asia Pacific Schools prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure. Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve owing to the presence of school holidays and the unavailability of personnel and if any complaint is received outside of term-time, it may not be practical for the school to adhere to the timescales stated below. Reference to 'school days' means weekdays when the school is in term time.

Stage 1 - Informal Resolution

1. It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint, they should normally contact their son/daughter's class teacher. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction.
2. If the class teacher cannot resolve the matter alone, it may be necessary for him/her to consult a head of department or a member of the school's Senior Leadership Team.
3. The teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 10 school days or in the event that the teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 - Formal Resolution

1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the relevant School Principal. The School Principal will decide, after considering the complaint, the appropriate course of action to take.
2. In most cases, the School Principal will speak to the parents concerned, normally within 5 school days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
3. It may be necessary for the School Principal to carry out further investigations. The School Principal will keep written records of all meetings and interviews held in relation to the complaints.
4. Once the School Principal, in liaison with whomever deemed appropriate, is satisfied that, so far as is practicable, all of the relevant facts have been established, and within 15 working days from the receipt of the complaint, a decision will be made, and parents will be informed of this decision in writing. The Campus Principal will also give reasons for their decision.
5. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.



Stage 3 - Panel Hearing

1. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must do so within 1 month of the decision under Stage 2. They will be referred to the Campus Principal.
2. If possible, the Campus Principal will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, a Panel, of 3 people will be appointed by the Campus Principal and unrelated to the incident, will decide how it should be carried out. After due consideration of all facts, they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 15 school days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final.

Serious Complaints

Complaints concerning any on the list below should be regarded as serious; a written record should be kept and the Campus Principal, relevant School Principal and DSL (if appropriate) should be informed immediately.

