



September 2013

BST Parents' Complaints and Appeals Policy

The British School in Tokyo
School Policy Document

BST Parents' Complaints and Appeals Policy

Introductions

BST prides itself on the high quality of teaching and pastoral care provided to its students. However, if parents have a complaint or wish to appeal against a decision, they can expect it to be treated in a fair and consistent manner by the school.

Organisational procedure

Stage 1 – it is hoped that most complaints and concerns will be resolved quickly and informally in the following way:

- Contact should be made with the student's class teacher / form tutor initially. In many cases, the matter will be resolved straight away by this means to the parents' satisfaction. If the teacher cannot resolve the matter alone, it may be necessary to consult the year leader / Deputy Head of Primary or the Head of House / Deputy Head of Secondary.
- Should the matter not be resolved within a week, or if the member of staff and parent fail to reach a satisfactory resolution, then the parents will be advised to proceed with their complaint to Stage 2

Stage 2 – the parents should put the complaint in writing and address this to the Head of Primary / Head of Secondary / Principal.

- In most cases, the Head of Primary / Head of Secondary/ Principal will meet with the parents concerned, normally within a week of receiving the complaint to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head of Primary / Head of Secondary / Principal School to carry out further investigations
- The Head of Primary / Head of Secondary / Principal will keep written records of all meetings and interviews held in relations to the complaint
- Once the Head of Primary / Head of Secondary / Principal is satisfied that, as far as is practicable all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. Reasons will also be given for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 within 30 days of the Head of Primary / Head of Secondary / Principal's decision

Stage 3 – Panel Hearing

- If the parents seek to invoke Stage 3, they will be referred to the Chair of the Board of Trustees, who may convene a panel of Trustees to consider the complaint.
- Each of the panel members will be appointed by the Chair. The panel will consist of at least three trustees who are not directly involved in the matters detailed in the complaint, one of whom should be independent of the management and running of the school.
- The Chair of the Board, on behalf of the panel, will then acknowledge the complaint normally within 14 days.
- If the panel deems it necessary, it may require further particulars of the complaint or any related matters, be supplied in advance of the hearing. Copies of such particulars should be supplied to all parties not later than 2 days prior to the hearing. The panel's findings and recommendations will be available for inspection on the school premises by the Principal and the Trustees.
- The parents may be accompanied to the hearing by one other person. This maybe a relative or friend. Legal representation will not be appropriate.
- If possible, the panel will resolve the parent's complaint or appeal 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 facts they consider relevant, the panel will reach a decision and may make recommendations as soon as possible after the hearing. The decision of the panel will be final. The panel will write to all participants informing them of the decision and the reasons for it. The panel's findings and any recommendations will be kept as a written record for up to three years.

A handwritten signature in black ink, appearing to read 'JDB Christian MA', with a long horizontal flourish extending to the right.

JDB Christian MA
Principal