



# PARENTAL COMPLAINTS PROCEDURE

Last Review Date	Review Date (Current)	Next Review Date
16.04.2021		16.04.2024

Review by (Staff Full Name)	Nicholas Sheehan
Designation	Principal
Department / Faculty	Whole School

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## PARENTAL COMPLAINTS PROCEDURE

JIS undertakes to deal with complaints as sympathetically and expeditiously as possible; and to resolve them either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils.

There is a separate Complaints Procedure for Pupils. It alerts pupils to this Complaints Procedure for Parents and to the fact that parents may wish to invoke it if they are dissatisfied with the School's handling of a complaint by a pupil.

Heads of School and HsMs keep a separate file of the parental complaints which come to them. This file includes a record of their responses, actions and other aspects of the outcome of complaints. The Principal maintains a complaints file similar to that kept by a Head of School. The Principal, or someone delegated by him to do so, will review these records of complaints regularly.

Pupils whose parents make complaints in good faith will not be penalised in any way. Parents can be assured that all concerns and complaints will be treated seriously and confidentially.

JIS follows a clear procedure when a complaint is made. Because the investigation and response to a complaint can be so time consuming, we ask parents who make a complaint to be clear, at the start of any letter or conversation, that they are making a complaint rather than an observation about some aspect of administration or welfare. JIS has always dealt swiftly with matters of concern raised by parents and it will continue to do so.

The following outlines a formal procedure in the event of an official complaint. We hope that it will be invoked only on rare occasions.

### Stage 1 : Informal Resolution

1. It is hoped that most complaints and concerns will be resolved quickly and informally.
2. If parents have a complaint or a concern they should normally contact the Head of Junior School or relevant HsMs in the first instance. In the majority of cases, we hope that the matter will be resolved straight away to the parents' satisfaction. If the matter cannot be resolved straight away to the parents' satisfaction, it may be necessary to consult the Principal.
3. Complaints made directly to another member of staff e.g. Head of Faculty will usually be referred to the Head of Junior School or HsMs unless the Principal deems it appropriate to deal with the matter personally.
4. Should the matter not be resolved then parents will be advised to proceed with their complaint in accordance with Stage 2 of the Parental Complaints Procedure.

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## Stage 2 : Formal Resolution

The Principal may delegate responsibility at this stage to an appropriate member of the Senior Leadership Team (SLT). All references to 'Principal' under Stage 2 shall therefore automatically be taken to include a SLT member where appropriate.

1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Senior Leadership Team using the form found here : <https://jis.fireflycloud.asia/parent-information/whole-school-policies/parental-complaints/how-to-make-a-complaint>. They will decide, after considering the complaint, the appropriate course of action to take. Contact will be made with the complainant within two working days.
2. In most cases, the appropriate member of the Senior Leadership Team will meet or speak to the parents concerned, as soon as possible, to discuss the matter. Every attempt will be made to reach a resolution at this stage.
3. It may be necessary for the appropriate member of the Senior Leadership Team to carry out further investigations.
4. The Principal will keep written records of all meetings and interviews held in relation to the complaint.
5. 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 parents will be informed of this decision in writing. The Principal will also give reasons for his decision.
6. If parents are still not satisfied with the decision, they should proceed to Stage 3 of the Parental Complaints Procedure.

## Stage 3 : Appeal Hearing

1. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they should write to the Secretary to the Board of Directors (with a copy to the Principal) setting out the grounds for their appeal within ten days of notification of the decision of Stage 2 of this process.
2. This procedure also applies in cases where parents wish to appeal against the permanent exclusion of their son or daughter from the school.
3. The Principal will report all such exclusions immediately to the Chairman of the Board of Directors, though normally a case will be discussed before a student is excluded.
4. An appeal must be requested within ten (10) working days of the decision given under Stage 2 of the Parental Complaints Procedure or notification of the dismissal of the pupil.

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5. The matter will be referred to an Appeal Panel for consideration. The Panel will consist of at least one member of the JIS Board of Directors and the Principal. The Secretary to the Board of Directors, on behalf of the Panel, will then acknowledge the complaint/request for appeal, and schedule a hearing to take place as soon as practicable and normally within fifteen (15) working days of the receipt of the complaint/request for appeal.
6. Any documents, which are to be considered by the Appeal Panel, will be disclosed to both parties not later than five (5) working days before the hearing. The Secretary to the board will keep written records of all panel proceedings.
7. Parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
8. At the hearing the Appeal Panel may consider evidence from any person who was involved in the decision at Stage 2 of the procedure, or the decision to dismiss the pupil, and any relevant documents pertaining to this decision.
9. The Panel will try to resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
10. After due consideration of all facts they consider relevant, the Panel will withdraw to consider its decision and any recommendations it may wish to make.
11. Notification of the Result of the Appeal. Parents will be informed of the Panel's decision within five (5) working days of the Hearing. The decision of the Panel will be final.
12. The Panel's findings and recommendations (if any) will also be sent in writing to the Principal, and, where relevant, the person against whom a complaint has been made. The matter will be reported to the Chairman and Directors at their next available meeting. All proceedings will be kept private except where legislation means that they cannot.

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