



# SANDFORD INTERNATIONAL SCHOOL

Addis Ababa, Ethiopia

## Complaints Procedure

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NAME OF POLICY	Complaints Procedure
APPROVED BY	Board of Sandford International School
DATE APPROVED	June 3 <sup>rd</sup> 2023
DATE OF REVIEW	June 2025



# Sandford International School

## Complaints Procedure

### Introduction

Sandford International School has long prided itself on the quality of teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated with care and fairness by the school, and in accordance with this **Complaints Procedure**.

**Sandford International School's Complaints Procedure** is available on the school's website.

Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to which the complaint relates was still registered as a pupil at the school.

### Definitions

**"Parent(s)"** means the holder(s) of parental responsibility for a current pupil about whom the complaint relates.

**"Working days"** refers to weekdays (Monday to Friday) during term time, excluding national holidays.

**"Holiday periods"** refers to school holidays when the school is closed to pupils.

### What constitutes a complaint?

A complaint is a written expression of dissatisfaction with a real or perceived problem. It may be made about:

- a) the school as a whole;
- b) specific department;
- c) an individual member of staff;
- d) any other issue where a parent is unhappy.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Be assured, your child will not be penalised in any way, shape or form if you make a complaint to the school.

Complaints received during holiday periods will be dealt with as soon as is practicable but are likely to take longer to resolve due to the unavailability of relevant staff.



## The two-stage Complaints Procedure

### Stage 1 – Informal Resolution

1. It is hoped that most complaints and concerns will be resolved quickly and informally.
2. In the first instance, parents should contact, as relevant, the:
  - I. Form teacher;
  - II. Year Team Leader (Primary),
  - III. Head of Department (Secondary)
  - IV. Head of Year (Secondary).
  - V. Deputy Head/Head of Primary/Secondary.

In most cases, the matter will be resolved straightaway.

3. Staff members will date and write a record of concerns and complaints made by a parent.
4. Should the complaint require an investigation, feedback will be provided within 5 working days.
5. If the complaint is not resolved, parents will be advised to proceed to stage 2 of the complaint's procedure.
6. If the complaint is made against the Head of School, parents should directly contact the Chair of the Board.

### Stage 2 – Formal Resolution

7. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of School. The Head of School will decide, after considering the complaint, the appropriate course of action to take.
8. In most cases, the Head of School will meet with or speak to the parents concerned, **within 5** working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
9. It may be necessary for the Head of School to carry out further investigations. This may be deputed to other senior members of staff who will present their findings to the Head of School.
10. The Head of School will keep written records of all meetings and interviews held in relation to the complaint.
11. Once the Head of School is satisfied that, so far as is practicable, all the relevant facts have been established and after due consideration, he will accordingly decide whether to:
  - I. Dismiss the complaint(s) in whole or in part;



- II. Uphold the complaint(s) in whole or in part; and
- III. May make recommendations

12. If the complaint is against the Head of School, the Chair of the Board of Governors will call for a full report from the Head of School and for all the relevant documents. The Chair will in most cases, speak to or meet with the parents to discuss the matter further.

Once the Chair of the Board is satisfied that, so far as is practicable, all the relevant facts have been established and after due consideration, he will accordingly decide whether to:

- I. Dismiss the complaint(s) in whole or in part;
- II. Uphold the complaint(s) in whole or in part; and
- III. May make recommendations

