



**English International School**  
Moscow  
an Orbital Education School

# Concerns and Complaints Policy

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APPROVED BY:  
Principal –23<sup>rd</sup> May 2019

Orbital – Michael Clack Regional Head of Schools 24<sup>th</sup> May 2019

**VISION** To provide an excellent British education in an international setting ensuring all students are happy, safe, and challenged in their learning

**MISSION** The English International School offers the best of British education by providing high quality, innovative teaching to an intercultural community. EIS students experience a wide range of opportunities and make excellent progress, whatever their starting points. EIS ensures that every child feels safe, challenged and happy during their learning, preparing them to be confident resilient global citizens.

This Policy is to be reviewed every two years and updated as and when changes occur. Page Break

## Parents' Complaints Procedure

### 1 Introduction

- 1.1 We strive to provide a good education for all our children. The Principal and staff work very hard to build positive relationships with all parents and carers. It is important that the school has procedures in place through which parents and carers can exercise their right to complain about aspects of the school's policy or practice, if they have concerns which have not been resolved through the normal channels of communication. This policy sets out the procedures which the school follows in such cases.
- 1.2 If any parents or carers are unhappy with the education that their child is receiving, or have any concerns relating to the school, we encourage them to talk to the child's class teacher immediately. We always seek to resolve any concerns as quickly as possible, in the best interests of the child. In the vast majority of such cases, issues can be resolved to the satisfaction of parents and carers without recourse to formal procedures.
- 1.3 All parents and carers have the right, as a *last resort*, to appeal to the Head of School and thereafter to Orbital Head Office

### 2 Aims and objectives

- 2.1 Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all concerns and complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases, we put the interests of the child above all else. We will provide sufficient opportunity for any complaint to be fully discussed, and then resolved.
- 2.2 The aims of this policy are to:
  - assure all parents that we will consider all concerns and complaints seriously;
  - set out how we will manage the complaints process;
  - make clear the roles and responsibilities of staff in responding to any complaints;
  - provide information to parents and carers if they wish to make a complaint.

### 3 The Complaints Process

- 3.1 If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. In our experience, most matters of concern can be resolved positively in this way. All teachers work very hard to ensure that each child is happy at school and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.
- 3.2 Where parents or carers feel that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head of Section and thereafter the Head of School. The Head of Section/ Head of School considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage. (This is stage 1 and is the informal stage in the procedure.) The Head of School will record, in writing, the details of the complaint and the outcome in a Complaints' Log.
- 3.3 Members of Orbital who are approached informally by a parent or carer with a complaint about the school will always refer the parent back to the Head of School or an appropriate member of the school staff. Only when such steps at stage 1 have been followed and the parent remains dissatisfied should the complaint be taken forward to Orbital Head Office. Should any parents or carers have a complaint about the Head of School, which cannot be resolved through discussion with him/her, then it may be appropriate to contact Orbital Head Office directly.

- 3.4 Only if an informal complaint at stage 1 fails to resolve the matter should a formal complaint be made to Orbital Head Office. This must be made in writing, stating the nature of the complaint, and how the school has handled it so far. The parent should send this written complaint to Michael Clack (RHoS), Orbital Head Office [michael@orbital.education](mailto:michael@orbital.education)
- 3.5 A nominated representative Orbital Head Office will investigate the issue to ensure that stage 1 of the process has been followed and that the school has responded properly to the complaint at the informal stage.
- 3.6 Orbital Head Office will consider all written complaints within three weeks of receipt. It will arrange a meeting (in most cases this will be by telephone or a video conference) to discuss the complaint, and will invite the person making it to attend the meeting at a mutually agreeable time given the country distances, so that s/he can explain the complaint in more detail. The school gives the complainant at least seven days' notice of the meeting, and the opportunity to submit further information in writing if they so wish.

The parent or carer may take a friend, representative or interpreter with them to the meeting if they so wish.

- 3.7 After hearing the complaint and all the evidence, the Orbital panel may ask questions to clarify any issues. They will also hear from the Head of School who will present the school's position and will question him/her about this. The panel will then consider their decision and inform the parent about it in writing. Orbital will do all they can at this stage (stage 2) to resolve the complaint to the parent's satisfaction.

Orbital Education will either uphold the resolution as it stands or instruct the Head of School to revise the outcome. In the case of revising the outcome, Orbital Education will work with the Head of School to formulate a new outcome.

The decision of Orbital Education is final and will be communicated to the parent or staff member who raised the complaint, to the Head of School and, if relevant, to any staff member against whom the initial complaint was made, in writing within five working days. Orbital Education will either uphold the resolution as it stands or instruct the Head of School to revise the outcome.

All concerns should be successfully resolved by following through the various stages of the Complaints procedure. However, there may be occasions when, despite all stages of the procedure, including an Appeal, having been followed, the parent remains dissatisfied. Unless there is significant new information, if the parent tries to reopen the same issue, the Head of School and Orbital Education will jointly write to inform the parent that all stages of the procedure have been exhausted and the matter is considered to be closed.

#### **4 Monitoring and review**

- 4.1 Orbital monitor the complaints procedure, to ensure that all complaints are handled properly. The Head of School logs all complaints received by the school, and records how they were resolved. Orbital examine this log on an annual basis.
- 4.2 Orbital takes into account any local or national decisions that affect the complaints process and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.
- 4.3 This policy will be reviewed every two years or sooner if necessary.