



## QA02 Complaints Policy

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***Shrewsbury International School Phnom Penh is committed to providing outstanding care and education to its pupils and to safeguarding and promoting the welfare of children and young people.***

# **Shrewsbury International School Phnom Penh (SISPP) Complaints Policy**

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## **Introduction**

SISPP is committed to providing a high-quality education in a safe and supportive environment. The School values open communication and aims to resolve any concerns promptly and fairly. This policy outlines the procedures for raising and addressing complaints from parents/guardians regarding their child's education at SISPP.

## **Making a Complaint**

Complaints can be made verbally (in person or by phone) or submitted in writing (email). We encourage raising concerns informally with the class teacher or relevant member of staff in the first instance. This may lead to a swift resolution.

Formal complaints should be addressed to the Principal. Complaints can be submitted via email to [toby.watson@shrewsbury.edu.kh](mailto:toby.watson@shrewsbury.edu.kh) or by letter delivered to the Principal's office.

Whenever possible, a complaint should be raised within three months of the incident, or where a series of associated incidents have occurred, within three months of the last of these incidents. The School will however consider complaints made within up to 12 months if exceptional circumstances apply.

The School will not normally investigate anonymous complaints.

### **What the Policy Covers (scope)**

This policy covers complaints relating to the educational provision at SISPP, including (but not limited to):

- Curriculum delivery and teaching methods
- Pupil welfare and wellbeing
- Communication with parents/guardians
- Facilities and resources
- Decisions made by staff regarding a pupil

### **What the Policy Does Not Cover**

This policy does not cover:

- Staff employment matters
- Decisions of the Advisory Board of Governors
- Requests for financial awards, such as claims for compensation, damages or fee refunds.

### **Complaints Procedure**

#### **1. Informal Resolution:**

Where possible, complaints will be addressed informally through discussion with the relevant member of staff.

#### **2. Formal Complaint:**

Formal complaints will be acknowledged within two school days of receipt.

The Principal will investigate the complaint. The Principal may delegate a member of the leadership team to investigate. The school aims to provide a written response within 20 school days. This response will outline the findings of the investigation and any proposed actions. If appropriate, the School will acknowledge that a complaint is upheld, wholly or in part.

Other actions may include:

- an explanation;
- an admission that it could have been handled differently or better;
- an assurance that the School will try to ensure that the event complained of will not happen again and an explanation of the steps taken in this respect;
- an undertaking to review policies and/or procedures;
- an apology
- any other reasonable action suggested by the complainant or other persons involved in the incident.

### **3. Meeting:**

Parents/guardians have the right to request a meeting to discuss the complaint further.

### **4. Escalation:**

If the parent/guardian is not satisfied with the response, they can escalate the complaint to the Chair of the Advisory Board of Governors. The Chair will arrange a meeting to discuss the matter and provide a final written response.

## **Timescales**

SISPP will endeavour to meet the timescales outlined above. However, there may be occasions where this is not possible due to the complexity of the complaint. Parents/guardians will be informed of any delays and the reasons for them.

## **Confidentiality**

All complaints will be treated confidentially and only shared with those who need to know to investigate or resolve the issue. Regardless of the nature of a complaint and whether or not it is upheld, parents are not entitled to details of any related sanctions imposed on staff, pupils or parents for reasons of data protection and confidentiality.

## **Record keeping**

The School keeps a written record of all formal complaints, including the action taken by the School as a result of the complaints (regardless of whether they are upheld). All records are held for five years and records maintained in line with Cambodian privacy laws.

## **Unreasonable Complaints**

The school will consider some complaints to be 'unreasonable' and therefore respond accordingly. Please see appendix 2 and the Parent Code of Conduct for more details.

## **Support**

SISPP is committed to providing support to parents/guardians throughout the complaints process. If you require any assistance, please do not hesitate to contact the Principal.

## **Review**

This policy will be reviewed annually.

## **Further Information**

For further information on SISPP policies, please refer to the Parent Handbook and school website.

## **Publication**

This policy is published on the School website.

This policy is available in hard copy on request.

A copy of the policy is available for inspection from the School office during a working day.

## **Following this Policy**

SISPP expects all parties involved in the complaints process to treat each other with courtesy and respect.

## **Appendix 1.**

### **Unreasonable complaints**

The school prioritises fair complaint handling and high-quality service. They allow open communication, but unacceptable behaviour won't be tolerated.

Repeated complaints after all stages can be seen as frivolous and fall outside the policy's scope.

Unreasonable complaints strain resources and hinder investigations.

Unreasonable behaviour includes:

- Refusing to explain the complaint or cooperate with the investigation.
- Insisting on methods that contradict the adopted procedure.

- Introducing irrelevant information or making excessive demands.
- Making unfounded staff complaints, changing the complaint's basis, or refusing to accept findings.
- Seeking unrealistic outcomes or excessively contacting the school.
- Using threats, offensive language, violence, or false information.
- Posting unacceptable content on social media.

A complaint can also be unreasonable if it's unfounded or misuses the procedure.

The school considers all aspects of the case, not the complainant, including the complaint's basis, background, and potential disruption caused by an investigation.

Before dismissing a complaint, the school will discuss concerns informally. For persistent unreasonable behaviour, the school will explain it in writing and potentially create a communication plan.

For serious aggression or violence, the school will involve the police and communicate its actions, which may include barring the individual from school grounds.

Complainants can request a panel to determine if the school's dismissal of the complaint was justified.

## **Appendix 2. Complaints Form**



<b>Complaint Form</b>				
Name of complainant				
Address:	Telephone:	Mobile:	E mail:	
Name and role of who the complaint has been raised with (Please include any relevant dates)				
Reason for complaint (Please include as much information as possible about what specifically you are unhappy about and why)				
Desired outcome				
List of relevant documents enclosed with the complaint form				

**Declaration**

The information included in this complaint form is accurate to the best of my knowledge. I agree to cooperate fully with the complaints procedures and acknowledge my ongoing obligation to treat the school and its staff in a reasonable manner at all times.

**Signed:**

**Date:**