

# Mougins School Complaints Policy

## Statement of Policy

Mougins School aims to have a good relationship with parents, but sometimes things may go wrong. All complaints are taken seriously and the school has procedures in place for dealing with them. The School will always try to resolve complaints informally and in an amicable fashion where possible. The School's Complaints Procedure is divided into three stages in both Informal and Formal Stages. It is expected that the majority of complaints will be resolved quickly at the Informal Stage. Complaints will be dealt with on as confidential a basis as possible, but it may be necessary for the person who first receives a complaint to discuss it with those who can resolve it, so anonymity and total confidentiality cannot be guaranteed.

## What Constitutes a Complaint

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual student or member of staff. A complaint is likely to arise if a parent believes that the school has done something wrong, or failed to do something that it should have done or acted unfairly

## Summary of Procedure

### Stage One - Informal

If a parent or pupil wishes to make a complaint, they should usually contact the member of staff concerned in the first instance. Many concerns arise from misunderstandings and can be resolved by simple clarification.

Mougins School operates an open door policy with regards to problems that parents may face whilst their children are at the School. Parents are encouraged to make an appointment through the office to meet specific subject teachers if they have a concern about their child's progress in a particular subject.

For Primary School children, parents should make an appointment through the office with the class teacher.

If the issue is one of a general nature, secondary school parents should make contact with their child's tutor(s). A list of all staff is printed in the Family Guide, issued to all parents at the beginning of each year. Parents have to return a form indicating they have received and read the Family Guide.

## Stage Two - Formal Stage of Complaints Procedure

Should a parent feel the matter should be dealt with at a more senior level, an appointment can be made with the Primary Head, Secondary Head, Deputy Head or the Headteacher. More serious complaints and complaints which it has not been possible to resolve informally should be addressed in writing to the appropriate member of the Senior Management Team. That person will investigate the problem and reply to the parent within three days in writing or in a meeting

Concerns of a more serious nature will always be dealt with by the Headmaster, who on receipt of a letter, will investigate the problem and reply to the parent within three days in writing or in a meeting.

## Stage Three - Formal Board Stage of Complaints Procedure

In the rare case where the Headmaster is not able to resolve the problem, the matter should be directed to the Board. This means putting the concern in writing addressed to the Chairman of the Board and sending it to them through the School. It is not normally possible to involve the Board if the matter has not been brought to the attention of the Headmaster.

The Board of Directors is the final link in the process to deal with parental concerns. This means requesting a hearing in writing, addressed to the Chairman of the Board and will be given to them by the school. Parents have the right to attend a formal panel hearing, and, if they wish, to be accompanied. Such a hearing will involve at least three people who have not been directly involved in the matters detailed in the complaint. One person on the panel will be independent of the management and running of the school. Copies of the findings of the panel will be given in writing to the complainant and, where relevant, the person complained about, the proprietor and Headteacher.

Written records will be kept of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a hearing before the Board. Correspondence, statements and records of complaints are to be kept confidential, except in cases where access is permitted or restriction enabled by French legal requirements.