



Concerns & Complaints Policy **Tanto International School, The English Nursery and TASC**

All complaints or concerns will be listened to and dealt with. The Tanto International School values the partnership with our Parents and Guardians. Informal discussions at an early stage are encouraged.

Aims

This policy recognises that when things go wrong, our aim is to resolve concerns as quickly and effectively as possible. We aim to:

- Resolve concerns through informal discussion at the earliest stage
- Be speedy with well defined timescales, and with named contacts

We will:

- Focus on resolution and review rather than blame
- Promote confidentiality, discretion and equal opportunity
- Ensure that investigative processes are fair and transparent for all concerned, and be forthright dealing with vexatious, abusive, malicious and anonymous complaints

We want parents to feel confident that staff will respond to complaints in a sensitive, professional, non-defensive and sympathetic manner.

Concerns and Complaints Procedure

The Preliminary Stage – an informal approach

The vast majority of concerns or complaints can be resolved informally. There are many occasions where concerns can be resolved straight away through the class teacher, group leader, Admin Officer or Principal, depending on whom the parent/guardian first approaches.

Tanto International School places a great emphasis on this informal approach to achieve a satisfactory resolution for all parties at the earliest opportunity.

1. Parents are encouraged to speak informally with the appropriate or designated member of staff as soon as they have a concern.
The school procedure is for parents to contact the child's class teacher in the first instance for any matters relating to the child's education or time they are spending at school. If the matter cannot be resolved this way, a meeting with the Principal may be arranged.

It is helpful, at this stage, to establish the desired outcomes, for example, an apology, a review of a decision, a meeting, an investigation or an assurance.

2. If the concern is about the Principal, we encourage preliminary discussions between the parent and the Principal, as in most instances, the issue can still be resolved informally. However, in some circumstances, parents may need to be advised to approach the the Director of the School.
3. A record of all complaints should be kept.
4. Most concerns dealt with informally are resolved to everyone's satisfaction. If this is not the case, formal complains procedures may be followed. This will be explained to allow the parent to decide if they wish to proceed.



Stage 1: Formal Procedure

1. Parents are advised to write to the Principal, giving the details of the concern and enclosing any appropriate paperwork.
2. The Principal, or designated senior member of staff, will respond in writing as soon as possible. This will be to acknowledge the complaint. We aim to give a full response within five working days.
3. If the complaint requires an in-depth investigation, the Principal will let the complainant know that the complaint will be fully investigated and we aim to give a full response within 20 school days.
4. Following any meeting with parents, the Principal will summarise the main points in a follow-up letter. This is to prevent misunderstandings and ensure all parties have a clear record of progress or agreements.
5. Follow up meetings will take place to ensure that the matter has been resolved and all parties are happy.
6. If a parent remains dissatisfied, the Principal will decide when to give a final response and refer the parent to stage 2 of the process

For matters that are the Principal's responsibility, the Director is only empowered to look at whether the Principal's decision or action was reasonable in the light of the information available at the time.

Stage 2- Pursuing a complaint outside of the school in accordance with Skolverket regulations: