

Renaissance International School Saigon Parental Complaints Policy and Procedures

NAME OF POLICY	Parental Complaints Policy and Procedures
APPROVED BY	Board of Directors
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1. Aims

- 1.1. To produce a policy that provides all our parents with a consistent, fair and open process, in which to express their complaints.
- 1.2. To ensure a timely and considered response to these complaints that will prevent problems getting worse and make us more accountable to our parents.
- 1.3. To comply with all quality assurance and inspection procedures.
- 1.4. To ensure staff know the process and have guidance on the most effective way of handling parental complaints.

2. Policy Statement

2.1. Renaissance International School Saigon is committed to listening to all our parents who have experienced a problem. If we have made a mistake, we will apologise and take action to stop this happening again.

3. Principles

- 3.1. We aim to deal with all our parents fairly, courteously, promptly and effectively.
- 3.2 Communication issues that affect the safety or well-being of a student(s) will be treated as a priority.
- 3.3. If we do disappoint our parents, we aim to deal with their complaint, where possible, at the point where the problem arises, using a common-sense approach, before recording as a formal complaint. If the complaint is not resolved at this point, the appropriate member of staff (see below) will investigate further.
- 3.4. Complaints will be monitored and recorded. The aim of this is to identify when problems arise and ensure that our processes and procedures are adapted to ensure they do not occur again.
- 3.5 The school will consult with parents and provide opportunities for feedback through parents' forums, questionnaires and other means.
- 3.6 All staff must update their Line Manager if a concern or complaint is received from a parent or student and give detail of action taken.
- 3.7 All members of the Renaissance community, including staff, students and families, are considered automatically to be ambassadors for the school. Thus, all communications: writings, oral, via social media and so forth must reflect the positive values and philosophy of renaissance. Concerns & complaints should be directly communicated to the appropriate authority channel at Renaissance.
- 3.8. The focus of the complaints procedure is the complaint itself, rather than the person making the complaint.

4. The Complaints Process

- 4.1. When a parent expresses their dissatisfaction with any aspect of the school, we should attempt to resolve their complaint quickly and informally at the first point of contact.

4.2. Complaints will only be responded to during business hours.

4.3. However, if the parent wishes to take their complaint further, it becomes a formal complaint and a complaint record must be raised. The staff member should also explain the complaints process to the parent.

4.3. Renaissance International School Saigon operates a three stage complaints process and we will acknowledge receipt of a complaint within 2 working days. We will then progress through the following stages:

4.4. Stage 1 – Informal resolution

This type of complaint is resolved in the moment informally. The person who receives the informal complaint should maintain their own records, but it is not obligatory to maintain any shared centralised written record of such informal events.

4.5. Stage 2 – Formal resolution

If the complaint cannot be resolved on an informal basis, then the parent should put the complaint in writing to the appropriate person according to our Channels of Communication (see Parent Handbook). In most cases, the relevant member of staff will offer to meet or speak with the complainant within 5 days of receiving the complaint. If possible, a resolution will be reached at this stage. A record must be kept, and a copy will be sent by email to the complaint, copying the Head of Division and if appropriate the Head of School in. If a further investigation is required, this will be conducted, a decision will be made and the complainant informed in writing of the outcomes of the investigation, the decision taken and the reasons for the decision. This will be within a further five working days. If the complainant is still not satisfied, they may appeal the decision and move to Stage 3.

The Head of School should be advised whenever appropriate if a formal meeting is planned with parents and be updated following the event.

4.6. Stage 3 – Appeals Process – Head of School

An appeal against the decision should be submitted in writing to the Head of School (HoS). The HoS will investigate and reach a decision within 5 working days. After due consideration of all the facts considered relevant, the HoS will communicate their decision and may make recommendations, which will be issued in writing to the complainant, informing them of the decision and the reasons for it.

The Head's findings and recommendations, if any, will be sent in writing to the complainants and to the person about whom the complaint was made, if relevant. A copy will be held by the Head of School and will be provided upon request.

The Head of School may or may not choose to involve the Board in the matter at their own discretion.

4.7. Records

After the formal complaint has been resolved, the staff dealing with the complaint will keep a written record on CPOMs for academic staff and iSAMS for administrative staff.

All concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records relating to the individual complaints will be kept confidential. The record will state who is involved, the details of the matter involved and when it was resolved. Access to these records will be provided to inspectors on request.

4.8. The Head of School / Head of Division will check in with parents occasionally after the complaint has been resolved in order to check satisfaction level.

4.9. There will be a regular review of complaints recorded to analyse causes and any patterns.

5. Mutual Expectations

5.1. We believe that all parents have the right to be heard, understood and respected. The expectation is for all parties involved to always behave in accordance with The Positive Behaviour Policy.

5.2. We also consider that the staff of Renaissance International School Saigon have these same rights and responsibilities.

COMPLAINTS GUIDANCE FOR STAFF

On most occasions it is fairly easy for us to recognise that a parent is making a complaint. However, on other occasions it will not be so easy to recognise what a parent is saying to us. That is why it is very important for us always to empathise with our parents and do our best to pay attention to them. We need to be able to look out for signs of complaints during our conversations or correspondence with our parents and as far as possible to resolve such matters before they have the opportunity to grow.

Responding to a complaint in writing

If you are responding to a comment or complaint in writing, remember the following important points:

- o Letters responding to complaints must include an apology and explanation.
- o Make sure you do not ignore any of the points in the original comment or complaint.
- o Use clear and straightforward language. Use everyday words, not jargon.
- o Make sure the person receiving the letter can tell who it is from and, if necessary, who will be dealing with the complaint.
- o Ask yourself, “would I like to receive a letter like this from another organisation?” and “would I understand a letter like this?” If the answer is “No”, then rewrite it.

Responding to a complaint by telephone or face to face

It is important that all parents’ complaints are sorted out as quickly as possible. No matter how trivial you think the matter is, it is important to the parent. You should:

- o Give your own name. Find out and use the title and the surname of the parent.
- o In dealing with sensitive matters, be aware of issues of confidentiality.
- o Listen carefully without interruption, to the parent. If they are angry let them get things “off their chest”.
- o Repeat a summary of the complaint to make sure you have fully understood what the parent has said.
- o Do not say, “that’s another person or Department”. Help the parent by making contact with the right people for them.
- o Explain to the parent how you are dealing with the problem and, if you can, agree what the solution will be.
- o Don’t make promises you cannot keep.
- o If you can’t do what you are being asked to do, try and explain why. Go on to suggest what other options might be available.
- o Even if you did not cause the problem which has upset the parent, accept the complaint on behalf of the school.
- o Don’t blame people elsewhere in the school – we work for Renaissance International School Saigon and any problems between us should be sorted out behind the scenes.

ACKNOWLEDGEMENTS

Renaissance International School Saigon would like to acknowledge the contribution of other institutions in the writing of this document:

The Perse School Singapore (2021), [Parental Complaints Policy and Procedures](#).

Knowledge Gate International School Oman, (2022), [Parent Complaints Policy](#).

Reach British School Abu Dhabi, [Policy for Dealing with Parental Complaints](#)

British School Quito Ecuador (2019), [Parental Complaints Policy](#).

Victorian Government Schools Australia (2019), [Parent Complaints Policy and Procedures](#).

Cambridge International School Dubai (2021), [Parent Complaints Policy](#).