33a – Complaints Procedure

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1. Statutory Policies	**Part 2**
ISI	Part 7 Manner in which complaints are handled
NMS	18
Author Led	Headteacher
Date of Review	March 2026
Next Review	February 2027
Comment	Annual Review
Website	Yes

The British International School Casablanca Mission Statement

BISC will prepare the leaders of tomorrow by providing an outstanding international education, which adopts the Cambridge International, Moroccan and English National Curriculums. Cambridge provides a high standard, versatile program for quality academic learning in an international context, enabling BISC to foster links with Moroccan and multi-national cultures, within a challenging but caring environment.

1. Introduction

We promote high standards, excellence and equality within a fair working environment. While students will raise complaints or concerns in the school, our complaints and procedures policy describes the process and resolutions that parents should take. This policy is available on request to students and parents from the school Reception and on The School's website.

We welcome suggestions and comments from parents and takes seriously concerns and complaints they may raise.

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 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.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Parents and students are assured that a parent and/or student will not be penalised for a complaint that is raised in good faith.

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1.1 Aims

The aims of this policy are:

- To outline the procedure, process and resolve to complaints made.
- To outline stages of complaints and illustrate next steps.

2. COMPLAINTS POLICY AND PROCEDURE

2.1 This policy and procedure will be relied upon in respect of ALL COMPLAINTS by parents and members of the public made against the school EXCEPT in respect of:

- **Child protection allegations** where a separate policy and procedure applies.
- **Exclusions** where a separate policy and procedures applies.

2.2 We expect that most concerns can be resolved at the informal stages and will use their best endeavours to resolve any complaints that are made informally, or any concerns that are raised on that basis.

2.3 If informal procedures fail to resolve the issue, the concern will be moved to the formal stage of complaints. The formal complaints stage must be put in writing to the relevant member of SLT.

2.4 Failure of resolution at the formal stage will result in a panel hearing.

2.5 Every complaint will receive fair and proper consideration and will be responded to in a timely manner.

2.6 Parents can be assured that all complaints and concerns will be treated seriously, fairly and confidentially.

2.7 The school will be clear about the difference between a complaint and a concern. Concerns will be dealt with at the earliest stages to avoid escalation to complaints.

3. STAGES OF PROCEDURE

3.1 INFORMAL RESOLUTION

It is the hope that most complaints and concerns will be resolved quickly and informally. The following procedure outlines what should happen:

3.1.1 If parents have a complaint, they should first refer to their child's class teacher. At Secondary School level, the first point of contact will be the Form Tutor. This level of procedure is expected unless the Head of Secondary School deems it appropriate for her to deal with the matter personally.

3.1.2 The Class or Form Tutor will make a written record of all concerns and complaints and the date on which they were received. These records will be kept for one year after the student leaves each school level.

3.1.3 We will use reasonable endeavours to resolve any informal complaints within ten working days of them being raised, except where they are raised in school holidays or within two working days of their commencement.

3.1.4 Should the matter not be resolved or if the Class/Form Teacher and parents fail to reach a satisfactory resolution, then parents will be advised to move on to Stage 2 of this procedure.

3.2 STAGE TWO – FORMAL RESOLUTION

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If the complaint cannot be resolved on an informal basis, then parents should put their complaint in writing to the Headteacher. Parents should also identify how they wish their complaint to be resolved.

The Headteacher will then decide on the appropriate course of action:

3.2.1 In most cases, the Headteacher will meet with the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage.

3.2.2 The Headteacher will make every endeavour to speak or meet with parents within **three** working days of the formal complaint being received, except where the complaint is received in School holidays.

3.2.3 It may be necessary for an appropriate SLT member to conduct further investigations and in this case, The Headteacher will appoint an Investigating Officer to conduct a thorough enquiry.

3.2.4 The Headteacher will keep a written record of all meetings and interviews held in relation to the complaint.

3.2.5 Once the Headteacher is satisfied and that all the relevant facts have been established, he will make a decision. He will inform parents of the decision in writing no later than **ten** working days after speaking or meeting with the parents to discuss the matter.

3.3 STAGE THREE - ESCALATION TO THE BOARD LEVEL

If parents seek to invoke Stage 3 (resulting from a failure to reach an earlier resolution), the following procedure will take place:

3.3.1 Parents will be referred to Human Resources, who has been appointed by The Board to call hearings of the Complaints Panel.

3.3.2 The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the panel members shall be appointed by Human Resources, who will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within **fourteen** working days.

3.3.3 If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the Hearing. Copies of such particulars shall be supplied to all parties not later than **seven** working days prior to the Hearing.

3.3.4 The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

3.3.5 The school will then provide copies of the findings and recommendations and stipulates that a copy of those findings and recommendations are:

- Provided to the complainant and, where relevant, the person complained about.
- Available for inspection on the school premises by the proprietor and head teacher.

3.3.6 If possible, the panel will resolve the parents' complaint immediately without the need for further investigation.

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3.3.7 Where further investigation is required, the panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the panel will reach a decision and may make recommendations, which it shall complete within seven school days of the Hearing. The panel will write to the parents informing them of its decision and the reasons for it.

3.3.8 The final outcome of an investigation will be communicated to a parent within **28** working days of receiving the complaint.

3.3.9 **The decision of the panel will be final.**

4. RECORDING COMPLAINTS

The school maintains a written record of all complaints that reach **Stage 2 – Formal Resolution**. Furthermore, it will also record:

- Whether they were resolved following a formal procedure or proceeded to **Stage 3 Board Level**.
- Actions taken by the school as a result of these complaints (regardless of whether that are upheld.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where local legal requirements permit access. This required of the school through meeting the standards set in Part 7 of the BSO Standards for Overseas Schools, 14 August 2023; where disclosure is required during the school's inspection; or where any other legal obligation prevails.

All complaints will be held by the school for 5 years and held securely on file in the headteachers office.

5. CONFIDENTIALITY

We will store all correspondence, statements and records relating to individuals in a secure place and keep records confidential.

6. TRAINING

Staff will receive up to date and relevant training on complaints procedures and changes in policy where necessary training is required.

7. MONITOR, EVALUATION AND REVIEW

The Board members will review this policy regularly and assess its implementation and effectiveness. The policy will be promoted and implemented throughout the school.

8. ANONYMITY

Anonymous complaints may not be pursued. The complaints procedure is for genuine complaints or concerns and should not be used simply to obtain information from the school.

9. LEAVERS

If parents wish to complain about something affecting their son/daughter after he/she has left the school, this must take the form of a letter to the Headteacher within three months of leaving.

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10. Information

If parents wish to know how many Formal Complaints were made to the school during the academic year 2026 – 2027 this information is available from The Admissions Deaprtment.

Link – Independent Schools Standards

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/800615/Independent_School_Standards-_Guidance_070519.pdf