



## COMPLAINTS PROCEDURE & POLICY

[contact@bsl.tg](mailto:contact@bsl.tg)

### Aims

1. To inform all stakeholders on the complaint's procedure at The British School of Lome.
2. To provide supplementary information for parents and staff

### Policy Statement

The British School of Lome prides itself on the quality of the teaching and pastoral care provided to its pupils. Occasionally, however, stakeholders may have a complaint about a matter of School policy or administration. This Policy sets out the way in which stakeholders are asked to communicate any such complaint and how they can expect it to be dealt with by the School. *(Please note that this Policy document does not apply to decisions to permanently exclude or remove a pupil).*

### Guidance

1. A complaint is an expression of concern about a real or perceived problem where, for example, a parent or stakeholder thinks that the School has:
  - a. done something wrong
  - b. failed to do something it should have done; or
  - c. acted unfairly.

A complaint may concern the school as a whole, a specific department in the School or an individual member of staff.

2. All complaints will be taken seriously and handled sensitively. No pupil, parent of stakeholders will be penalised for making a complaint in good faith.

If a parent is in any doubt about whether to make a complaint, please do in the first instance contact your child's Form Tutor or Class Teacher. Similarly a complaint about staff member must be discussed with that staff member. Most of the complaints can be resolved at this stage.

3. A written record of all complaints will be kept by the School.

### Stage 1 – CONCERNS

- It is always best if any issue can be resolved informally in the first instance. Any parent or stakeholder with a concern is encouraged to discuss it informally with their child's Form Tutor and Class Teacher (or the staff member in case adult stakeholders).
- The matter will be discussed and every attempt will be made to find an informal resolution to the issue within five working days.
- Should this approach be impractical or unsuccessful the formal Complaints Procedure should be followed.
- If the person contacted initially is unable to resolve the matter alone, it may be necessary for them to consult the most appropriate senior member of staff. In the case of a complaint being made to a member of staff that lies outside their remit, they will refer it to the appropriate person, having informed the parents that they will be doing so.



### Stage 2- COMPLAINTS

Even within the formal Complaints Procedure, attempts at resolving the issue informally will be made initially, but only with the agreement of the person making the complaint.

- The formal complaint should be made in writing to the HR Officer in case of staff complaints.
- It will be investigated by the HR Officer.
- A response will be given within 48 hours and attempt to complete the investigation within one week.
- All correspondence from and to the complainant will be filed in the School's office.

### Stage 3 - COMPLAINTS

- If the complainant is not satisfied with the response to their complaint made in 'Stage 2' they shall notify the Heads of Primary and Secondary or Head of School to that effect in writing.
- An appeal can be requested to the Head of School. The appeal should be made in writing by the complainant and will be presented to the Head or the Heads of Primary and Secondary within five working days.
- The Heads of Primary and Secondary or Head of School will convene a panel hearing and parents (or stakeholders) can attend the appeal hearing. Additionally, parents (or stakeholders) can be accompanied.
- The HR Officer keeps a full record of all concerns and complaints. The records will also state the stage the complaint was resolved.

- Additionally, these records will state whether complaints are resolved by formal procedure or proceed to appeal as well as the action taken by the School because of the complaint (regardless of whether it is upheld).
- All findings are documented and sent to the complainant, and where relevant the person complained about. This file is reviewed termly to monitor any pattern in the complaints.

Parents (and stakeholders) are advised that they may also take their concerns or complaints to the Administrator following exhaustion of the Complaints Procedure stages.

Staff who deal with concerns and complaints at any level should always inform the HR Officer and for more serious complaints Heads of Primary and Secondary or Head of School.

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### **SUPPLEMENTARY GUIDANCE FOR PARENTS & STAKEHOLDERS**

The British School of Lome welcomes constructive suggestions and comments from parents (and stakeholders), and takes seriously complaints and concerns they may raise. It is the School's policy that any **complaint must be responded to as soon as practicable**. We wish to ensure that:

- ✓ Parents (and stakeholders) wanting to make a complaint know how to do so.
- ✓ We respond to complaints within a reasonable time and in a courteous and efficient way.
- ✓ Parents (and stakeholders) are reassured that we listen to them and take complaints seriously.
- ✓ We take action where appropriate.

**How should I complain?** Please following the procedure set out above.

**As a parent, I don't want to follow-up a formal complaint as such, but there is something bothering me.** The School is here for your child and we want to hear your views and your ideas. Please get in touch with your child's Form Tutor or Class Teacher, as outlined above.

**I am not sure whether to complain or not.** If, as parents, you have concerns, you are entitled to raise them. If in doubt, you should contact the School in accordance with the above procedure to discuss your concerns. This will hopefully help you to decide if you wish to make a formal complaint.

**What will happen next?** If parents (or stakeholders) have a complaint, they can expect it to be treated by the School in accordance with the above procedure.

**What happens about confidentiality?** Your complaint or concern will be treated in a confidential manner and with respect. It will generally be disclosed only to the Heads of Primary and Secondary or Head of School, HR Officer and those directly involved and, in some cases (as referred to above). It is the School's policy that complaints made by parents should not adversely affect their children, but we cannot entirely rule out the need to make third parties outside the School aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police, in which case parents would be fully

informed. Information relating to specific complaints may be kept confidentially on file. Complaints will be dealt with individually and not in groups. Anonymous complaints will not normally be pursued. Action which needs to be taken under staff disciplinary procedures as a result of complaints will be handled confidentially within the School

Policy revised and agreed by SLT: \_Oct 2023\_\_ Policy review cycle: \_2024/2025 (or as and when needed)\_\_  
Member of staff responsible for the policy: Head of School

Name:

Signature

Date:

# ZERO TOLERANCE



**British School Lome is proud to  
be a Healthy Workplace**

**We operate in a zero tolerance  
environment, both physical  
and/or verbal abuse against our  
staff members and pupils.**

**Our staff have the right to be  
treated with dignity and respect  
at all times.**

**They should be able to do their  
jobs without being physically or  
verbally abused.**

**Most people respect this.  
Thank you for being one of them.**

Poster to be displayed in key areas