



Complaint Procedure

September 2020

Complaints Procedure 2019_2020

1.0 Introduction

- 1.1 We take great care with the quality of the teaching and pastoral care provided to our students. However, if a parent / carer / guardian do wish to make a complaint they can expect the following procedure to apply.

2.0 Working day

- 2.1 For the purposes of this procedure, 'working days' shall mean working days during school term time.

3.0 Procedure

3.1 Stage 1 – Informal Resolution

- It is hoped that most complaints will be resolved quickly and informally.
- If parent / carer / guardian have a complaint they should normally contact their child's class, advisory or homeroom teacher in the first instance. In many cases, the matter will be resolved at this level to the parent / carer / guardian's satisfaction.
- If the teacher cannot resolve the matter alone, it may be necessary for them to consult with the relevant member of the School Senior Leadership Team.
- Any complaints made directly to the Head of School will usually be referred back to the relevant member of staff unless the Head of School considers it more appropriate to deal with the matter personally. Should this be the case, the aim will still be to resolve the matter informally. However, the involvement of the Head of School at this stage will be in exceptional circumstances.
- Stage 1 complaints will normally be addressed within 7 working days from the point at which they are received. Where there are reasons which prevent this from happening, the staff member dealing with the complaint will notify the parent / carer/guardian and provide an amended time frame.
- A written record of all complaints will be kept and this will include the date on which the complaint was received, the action taken and the outcome.
- Should the matter not be resolved informally, despite the teacher's best efforts, then the parent / carer / guardian are able to proceed with their complaint in accordance with Stage 2 of this procedure.

3.2 Stage 2 – Formal Resolution

- If it has not been possible to resolve the complaint informally, then the parent / carer / guardian should put their complaint in writing to the Head of School. The Head of School will decide, after considering the complaint, the appropriate course of action to take including the person to take the lead in any investigation.
- The Head of School will respond to parent / carer / guardian within five working days indicating how the school proposes to proceed.
- It may be necessary for the Head of School, or the person taking the lead, to carry out further investigations. If this is the case, then written records will be kept of all meetings and interviews held in relation to the complaint.
- Once the Head of School is satisfied that, so far as is practicable, all of the relevant facts have been established, during the investigation, a decision will be made in relation to the complaint within 10 working days from the date the complaint was received. Parent / carer / guardian will be informed of the decision, and the reasoning behind it, in writing.
- Where it is not possible to give a full reply within 10 working days, the Head of School will notify the parent / carer / guardian and provide an amended time frame.
- It is expected that a resolution will be reached at this stage and that parent / carer / guardian will feel assured that all of their concerns have been fully and fairly considered. If, in extreme circumstances, parent / carer / guardian are not satisfied with the process they are able to bring into play Stage 3 of this procedure.
- *Note: Should a parent / carer / guardian wish to raise a complaint about the Head of School, they should contact the Cognita Office by telephone or writing in the first instance. This will trigger contact with the appropriate person to clarify and discuss the matter. Where there is a complaint against the Head of School, the CEO will appoint an investigator. These complaints will normally be dealt with within 15 working days of receiving the complaint.*

3.3 Stage 3 – Panel Hearing

- Where the parent / carer / guardian are not satisfied with the response or process undertaken at Stage 2, the matter will be referred to the Cognita Head office to the CEO's PA at may.chew@cognitaschools.sg
- Parent / carer / guardian should request a referral to the CEO by completing the form at the back of this document.
- A complaint form should be delivered by post or by email to the Cognita Office within 5 working days of receipt of the decision at Stage 2 above.
- Cognita will acknowledge receipt of the Stage 3 complaint and will schedule a meeting / conversation to take place as soon as practicable and normally within 20 working days of receiving the Stage 3 complaint.
- An Appeal Panel will be appointed by the CEO and at least one of the three members shall be independent of the management and running of the school. The members of the Appeal Panel will have no connection to the student or the family concerned and will not have been directly involved in the matters detailed in the complaint.
- If the Chair of the Appeal Panel deems it necessary, s/he may require that further particulars of the complaint/appeal and any relevant documents or records be supplied in advance of the panel meeting. Copies of such will be supplied to all the parties wherever practicable and not later than 3 working days prior to this hearing.
- The parent / carer / guardian may be accompanied to the meeting by one other person. This may be a relative, teacher or friend. Legal representation is not permitted. Recordings of hearings are not permitted.
- If possible, the Appeal Panel will resolve the parent / carer / guardian' complaint immediately without need for further investigation.
- A written record of the proceedings will be taken.
- After due consideration of all facts considered relevant, the Panel will reach a decision and make recommendations, which it shall complete within 10 working days of the hearing.
- The Panel will write to the parent / carer / guardian informing them of their decision and the reasons for it.
- The Panel's findings and recommendations will be sent in writing to the complainant, the Head of School and, where relevant, the person about whom the complaint was made. A copy of any complaint and findings/recommendations will be held confidentially and made available for inspection in the school by the proprietor and by inspectors on request.
- This exhausts the complaints procedure after the decision has been communicated in writing. The decision of the Appeal Panel is Final

4.0 Vexatious Complaints

- 4.1 There may be exceptional occasions when, despite the following of all stages of the procedure, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, Cognita

Complaints Procedure 2019_2020

reserves the right to inform the complainant in writing that the procedure has been exhausted and that the matter is now closed. Where a complainant seeks to raise a subsequent complaint matter which is otherwise different to the original complaint at Stage 3, this matter in itself would be treated as a new informal complaint.

Complaints Procedure 2019_2020

5.0 Recording of complaints

- 5.1 All complaints which have reached Stages 2 or 3 are duly recorded in the School Complaint Register, including the outcome of the individual complaint and any actions taken as a result. The stage at which the complaint is concluded is recorded.

6.0 Confidentiality

- 6.1 Parent / carer / guardian can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential. The exceptions to confidentiality are the Safeguarding Manager (Safeguarding concerns, or an inspection body). The School will make available to an inspectorate on request a written record of any complaints made during a specified period and the action which was taken as a result.

7.0 Publication

- 7.1 This procedure is published on the school internal intranet.

8.0 Provisions relating to complaints dealt with using this procedure

- For the avoidance of doubt, no complaint may be made under this procedure in respect of matters which have already been dealt with in an appeal under the School's Behaviour Policy.
- This procedure will not be relevant where other statutory or organisational provisions apply, for example, child protection, racial incidents or special educational provision. If concerns relate to child protection matters, the appropriate Safeguarding procedures will be followed. If the concerns relate to school exclusion / removal, the Exclusion / Removal Policy and Procedure will apply.
- This procedure cannot be used to deal with appeals following expulsion or removal. There is a separate procedure in place in accordance with the parent / carer / guardian contract.
- A complaint can be made by any parent / carer (or person deemed to have parent / carer responsibility under the terms a guardianship agreement) of a student registered at the school.
- A complaint cannot be raised in relation to a student who has left the school.
- When the complaint concerns only the matter of finance such as fees in lieu which remain outstanding, the matter of the fees owed alone falls outside the scope of this procedure. The Head of School of the School remains responsible for all financial decisions.
- Complaints from groups of parent / carer / guardian linked to the leadership team and/or management style will not be heard collectively. Confidentiality must be maintained for each individual complaint.

Complaints Procedure 2019_2020

COMPLAINT FORM

Please complete and return to the Headteacher.

If your concern is specifically about the Head of School, please complete and return to Cognita Head Office using the following details: PA to CEO, Cognita, Cognita Asia Holdings Pte Ltd ,60 Anson Road #18-04 Mapletree Anson, Singapore 079914

Basic details	
Name of School	
Your name	
Student's name	
Relationship to the student	
Address	
Email address	
Daytime contact number	
Mobile number	

What is your complaint about? Indicate (x) those that apply			
<input type="checkbox"/>	Health and safety	<input type="checkbox"/>	SEN/D
<input type="checkbox"/>	Curriculum	<input type="checkbox"/>	School meals
<input type="checkbox"/>	Exclusion / Removal	<input type="checkbox"/>	School uniform
<input type="checkbox"/>	Behaviour	<input type="checkbox"/>	Communication
<input type="checkbox"/>	Staff	<input type="checkbox"/>	Other (please state)

Please give a brief description of your complaint
How have you already expressed your concern to the school? We cannot investigate your complaint if you have not taken the opportunity to address your concern at an early stage.
What did the school do to address your complaint? (Who, What, Where, How, When)
Name of the person who originally considered your concern or complaint
What actions will resolve the problem now?

Signature	
Name	
Date	

Complaints Procedure 2019_2020

Ownership and consultation	
Document sponsor (role)	Director of Education
Document author (name)	Simon Camby
Specialist advice	Jane Cooper - Chief Inspector, SIS
Consultation	Heads at: Breaside Prep, Salcombe Prep, Meoncross, Polam and Southbank Hampstead. Assistant Directors of Education: Robin Davies and Danuta Tomasz.

Audience	
Audience	Parent / carer / guardian of students at Cognita schools School staff

Document application and publication	
England	Yes
Wales	No
Spain	Yes
Asia	Yes, with amendments

Version control	
Implementation date	01.09.2017
Review date	Review and update for implementation in September 2018
	01.09.2019
	01.09.2020

Related documentation	<ul style="list-style-type: none"> o Independent School Standards o British School Overseas Standards
-----------------------	---

Ownership and consultation	
Document sponsor (role)	Director of Education
Document author (name)	Simon Camby
Specialist advice	Jane Cooper - Chief Inspector, SIS
Consultation	Heads at: Breaside Prep, Salcombe Prep, Meoncross, Polam and Southbank Hampstead. Assistant Directors of Education: Robin Davies and Danuta Tomasz.

Audience	
Audience	Parent / carer / guardian of students at Cognita schools School staff

Document application and publication	
England	Yes
Wales	No
Spain	Yes
Asia	Yes, with amendments

Version control	
Implementation date	01.09.2017
Review date	Review and update for implementation in January 2018

Complaints Procedure 2019_2020

	Review date January 2019
Related documentation	<ul style="list-style-type: none">o Independent School Standardso British School Overseas Standards