



Haileybury Almaty

# COMPLAINTS POLICY & GUIDELINES

Effective Date  
Review Date

May 2023  
May 2025

## INTRODUCTION

Haileybury Almaty considers parents to be partners in the education and development of the pupils, and firmly believes that communication is essential to the success of this partnership. The School is committed to keeping parents fully informed of both general and specific matters relating to their children. In return, **the School asks that parents share their thoughts and views as early as possible to allow the School to address any concerns before they become problems.**

With regard to dealing with concerns and complaints, the School believes that:

- the needs of the pupils come first
- all parties have the right to express a view
- all views should be heard and valued
- concerns should be raised and addressed with courtesy and consideration
- confidentiality and communication are key

**Raising a concern or complaint will not reflect adversely on a pupil or his or her opportunities at the School.**

## RAISING A CONCERN / INFORMAL COMPLAINT

If parents have any concerns about their children, they should speak to a member of staff in school. In the first instance this will usually be the Class Teacher, Form Tutor or Subject Teacher, according to the nature of the concern. Depending upon the gravity of the issue, or where parents are not satisfied with the initial response, they may then wish to speak to a more senior member of staff, such as the Head of Faculty or Head of House. After this they could speak to the Deputy Head of Junior School, Deputy Head Academic or Deputy Head Pastoral. Following this they could speak with the Deputy Head or Head of Junior School. In particularly grave cases, or where parents are dissatisfied with the response of a senior member of staff, they may then wish to arrange an appointment with the Head. The earlier routes of complaint should always be investigated first before escalation. The table below provides guidance.

Type of Concern		Contact
Teaching and Learning	Class Work or Homework	Junior School (JS): Class Teacher, Deputy Head of Junior School, Head of Junior School Senior School (SS): Subject Teacher, Head of Faculty, Deputy Head Academic
	Curriculum / Programme Content or Quality of Teaching and Learning	JS: Phase Leader, Subject Leader, Deputy Head of Junior School, Head of Junior School SS: Head of Department, Deputy Head Academic, Deputy Head
	Activities, Trips and Events	JS Teacher/SS Teacher,

	Deputy Head Pastoral, Deputy Head of Junior School. Head of Junior School
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Pastoral	Behaviour and Personal Wellbeing	JS: Class Teacher , Deputy Head of Junior School, Head of Junior School SS: House Tutor, Head of House, Deputy Head Pastoral, Deputy Headmaster
	Child Protection and Safeguarding	Deputy Head Pastoral/DSL or Headmaster
General	Admissions	Head of Admissions, Head of Junior School, Headmaster
	School Fees	Chief Accountant, Bursar / Chief Finance Officer
	Matters of School Policy	Head of Junior School, Deputy Head
	Concerns about a member of Staff	Head of Junior School, Deputy Head, Headmaster
	Concerns over school buses and Transport	Transport Co-ordinator, Bursar
	Concerns over Catering Issues	Head of Junior School, Bursar, Deputy Head
	Concerns over health related Issues	School Doctor, Deputy Head

Whilst the School recognises that the source of a concern may be emotive and stressful, the School does not tolerate threatening or abusive behaviour towards staff.

**The School will handle concerns with courtesy and consideration, and asks that they be raised and managed in the same way.**

### **MAKING A FORMAL COMPLAINT**

The process of registering and investigating a written complaint is more formal than expressing a concern. Most issues can be resolved without resort to this process. If, however, parents decide to make a formal complaint, after remaining unhappy that the concern that they have raised has not been resolved satisfactorily they should submit their complaint in writing by letter or email to the Headmaster.

The School will acknowledge receipt of the concern within 24 hours and then within three working days will state the action to be taken and the likely timescales for investigation and resolution. If appropriate, the Headmaster may ask another member of staff to investigate the complaint, in which case that staff member will communicate directly with the parents.

All complaints received will be recorded and monitored to help ensure that the

procedure is efficient and appropriate.

The School will try to resolve all complaints quickly; unless the matter is particularly complex, the aim is to reach a resolution within twenty working days. The resolution of the complaint shall be set forth in writing and provided to the complaining party.

### **The School does not respond to anonymous complaint**

### **APPEALING THE RESOLUTION OF A COMPLAINT**

Parents who are dissatisfied with the outcome of their complaint may appeal to a formally constituted panel in accordance with the procedures set out below.

#### **Notice of Intent to Appeal**

Parents who wish to appeal the resolution of a complaint must notify the Headmaster in writing of their intent to appeal within two weeks of receipt of the written description of the resolution of the complaint. This period may be extended by written agreement of the parents and the School.

Upon receipt of the notice of appeal, the Headmaster shall notify the Chairman of the Board of Governors as soon as practicable. On receipt of written communication from the complainant the Chairman of the Board of Governors shall acknowledge receipt of the complaint within 10 working days. They will investigate and implement any changes and agreement with outcomes confirmed in writing within 25 working days. No further action may be required

#### **If the Complainant remains unresolved, stage five is the Appointment and Constitution of the Appeals Sub-Committee**

Following a written request to the Chairman of the Board of Governors hear the case the Chairman shall appoint a panel of members to hear the appeal and the panel will be charged with deciding the appeal of the resolution of the complaint. At least one member of the Panel shall be independent of the management of the School, and none may have been directly involved in the matters related to the complaint.

The Panel shall be appointed within ten working days of the Headmaster's receipt of the notice of appeal, and sooner where practicable.

#### **Investigation and/or Hearing**

The Chairman of the Governing Body will acknowledge receipt of the letter (within 10 working days) and meet with the complainant (within 30 working days). The panel will consider the complaint and implement any agreements/changes. They will confirm outcomes in writing (by the 40th working day).

The Panel may proceed by conducting a fresh investigation, or a hearing, or both.

#### **Hearing Procedures**

Should the Panel decide to conduct a hearing, it shall do so according to the following procedures.

- Notice: The Panel shall give the parents and the School at least two weeks' notice of any hearing. The notice shall indicate the time, date and venue of the hearing.
- Attendance: Parents shall be permitted to attend the hearing, and to be

accompanied by one other person, provided that person is not acting as their legal counsel.

- Minutes: The Panel may appoint someone outside the Panel to take minutes of the hearing. Minutes shall be reviewed and approved by the Panel as soon as practicable after the hearing, and distributed to the School and the parents within one week of approval.

### **Submissions to the Panel**

The School and the parents may submit a written statement, with supporting documents, to the Panel regardless of whether a hearing is to take place. In the event of a hearing, the submissions must be made no later than one week before the hearing.

### **Confidentiality**

Panel members, the minute taker, parents, persons accompanying the parents, witnesses and all other persons present at the hearing (if a hearing takes place) are required to keep confidential all information obtained in the course of the appeal, unless that information is already in the public domain.

### **Decision of the Panel**

- Vote: The decision to either uphold or change the resolution of a complaint must be supported by a majority of the Panel.
- Notification: The Panel shall notify the Headmaster and the parents involved of their decision, with findings and recommendations, as soon as practicable.
- Finality of Decision: The decision of the Panel shall be final.

### **Written Complaints and Notices**

For purposes of this policy, any notice or complaint required to be in writing may be made by post or by email.

### **Contact Details**

Should you wish to make a formal complaint by email, please send it to the Headmaster's PA by school email. [hmpa@haileyburyalmaty.kz](mailto:hmpa@haileyburyalmaty.kz)

Postal Address:

Haileybury Almaty  
No.112 Al-Farabi avenue  
Almaty  
Kazakhstan 050040  
Telephone: (+7) 727 3550100

The School will keep records of all concerns raised by parents on the School management Information System which records all contact with parents. Formal complaints made against the School will remain confidential and records kept.

Every effort will be made to ensure that this system works to promote excellent relationships with the parent body regarding the provision of education at Haileybury Almaty