



The  
British School  
of Monaco

**POLICY SECTION:** Section 1 - **THE SCHOOL AND ITS GOALS**

**POLICY NUMBER:** 1.10

## PROCEDURE FOR RAISING A CONCERN

**EFFECTIVE FROM:** 16/VI/22

**REVIEWED:** 06/V/23

**NEXT REVIEW DATE:** Summer 2024

# The British School of Monaco

## Procedure for Raising a Concern

### **A Happy School**

The British School of Monaco is a school which is proud of the relationships it establishes, both with pupils and with parents. However, we always welcome suggestions and comments from parents, and take complaints and concerns that may arise seriously. This information will show you how to use our complaints system. A complaint will be treated as an expression of genuine dissatisfaction, which needs a response.

- ✓ Parents wishing to make a complaint must know how to do so.
- ✓ We respond to complaints within a reasonable time and in a courteous and efficient way
- ✓ Parents realise that we listen and take complaints seriously
- ✓ We take action where appropriate

### **“How Should I Complain?”**

We would encourage you to talk directly to a member of staff about anything which causes you concern. However, you may e-mail or telephone. Be as clear as possible about what is troubling you. Any member of staff will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, to raise class matters with the classroom teacher or sports questions with our PE teacher. They may be able to sort things out quickly with the minimum of fuss. However, you may prefer to take the matter straight to a senior member of staff.

### **“I don’t want to complain as such, but there is something bothering me.”**

The school is here for you and your child, and we want to hear your views and your ideas. Please contact any member of staff.

### **“I am not sure whether to complain or not.”**

If, as parents, you have concerns about anything, we would like to know about it. If in doubt, please contact the school, as we are here to help. We want The British School to be a happy place for us all – anything which might mar this needs to be tackled.

### **“What will happen next?”**

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction; however, if you have made a complaint or suggestion by e-mail, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed. In many circumstances, we will then be able to meet together and resolve the difficulty together.

However, if the person you contact needs to discuss the matter with colleagues and consider it further before responding, you will be given a date by which time you will receive a response. If a detailed exploration of the issues is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

### **“What happens about confidentiality?”**

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the person you have contacted and those directly involved, although the Principal may also need to be informed. It is the school’s policy that complaints made by parents should not rebound adversely on their children.

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 happen in the highly unlikely event where, for example, a child’s safety was at risk, or it became necessary to refer matters to the police. You would of course be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints cannot be pursued.

Any action which needs to be taken under staff disciplinary procedures as a result of complaints will be handled confidentially within the school. All written records will be kept for three years.

### **“What if I am not satisfied with the outcome?”**

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered. If you are not satisfied, the person you contacted will offer to refer the matter to the Principal. Alternatively, you may wish to write directly to him. It is at this stage that your concern becomes a formal complaint.

The Principal will call for a full report from the staff involved, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Principal will invite you to a meeting. This will be led by two members of staff who have not been involved in the issue so far. You may wish to be supported by a friend, but legal representation would not be appropriate at this stage. A confidential written record will be kept of this meeting and copies will be distributed to all who were present. A copy will also be available to the Principal.

If the meeting does not bring about a resolution, the matter will be referred to the Board of Governors. It is their task to look at the issues in an impartial and confidential manner, and come to a decision over the matter. Their conclusions will be communicated to you in writing and their decision is final. We very much hope that you never have cause to use any of the procedures outlined here but we recognise and acknowledge your entitlement to complain. We always aim to work with you in the best interests of the children and young people in our care.

#### **Monitoring the Effectiveness of the Procedures**

These procedures will be reviewed according to the school's policy review schedule or when the need arises by relevant staff, the Principal and the Governing Body, taking account of students' opinions and concerns, and parental views, where appropriate.

The British School of Monaco is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment.