

The King's School
Canterbury



V A T T A N A C V I L L E

Complaints Policy

Reviewed: May 2024

Review Frequency: 2 years

Next Review: May 2026

Governor sign off: Yes/No

1. Purpose

The purpose of this policy is to provide a clear and fair process for addressing complaints from parents, students, staff, and other stakeholders of The King's School, Vattanakville (hereinafter referred to as "the School"). The policy aims to ensure that complaints are handled promptly, effectively, and transparently.

2. Scope

This policy applies to all complaints received from parents, students, staff, and other stakeholders of the School. It covers all aspects of the School's operations, including teaching and learning, administrative procedures, and facilities.

3. Principles

The School is committed to:

- Handling complaints in a fair, impartial, and consistent manner
- Resolving complaints as quickly as possible
- Keeping complainants informed throughout the process
- Protecting complainants from retaliation or discrimination
- Learning from complaints to improve our services

4. Definitions

- **Complaint:** An expression of dissatisfaction by a stakeholder about an aspect of the School's operations.
- **Complainant:** A person or group making a complaint.

5. Informal Resolution

In the first instance, complaints should be addressed informally where possible. Stakeholders are encouraged to raise their concerns directly with the relevant teacher, staff member, or department head. Most complaints can be resolved quickly and effectively at this stage.

6. Formal Complaints Procedure

If a complaint cannot be resolved informally, the following formal procedure should be followed:

Stage 1: Submission of Formal Complaint

- Complaints should be submitted in writing to the Principal. The complaint should include detailed information about the issue and any steps already taken to resolve it informally.
- The Principal is Robin Silk, who can be contacted at robin.silk@tksv.edu.kh.

Stage 2: Acknowledgement and Investigation

- The Principal will acknowledge receipt of the complaint within 5 working days.

- The Principal will conduct a thorough investigation, which may include meetings with the complainant, staff, and other relevant parties. The investigation should be completed within 15 working days.

Stage 3: Outcome and Resolution

- The Principal will provide a written response to the complainant outlining the findings of the investigation and any actions taken or proposed. This response will be provided within 10 working days of completing the investigation.

Stage 4: Appeal

- If the complainant is not satisfied with the outcome, they may appeal in writing to the Principal within 10 working days of receiving the response.
- The Principal will review the case and may conduct further investigations, if necessary. The Principal's decision will be final and communicated in writing within 20 working days.

7. Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the complaint and the investigation process.

8. Protection Against Retaliation

The School is committed to ensuring that no complainant suffers any detrimental treatment as a result of raising a complaint in good faith. Any act of retaliation should be reported immediately and will be dealt with appropriately.

9. Record Keeping

Records of all complaints, investigations, and outcomes will be maintained by the Principal for a minimum of 3 years. These records will be used to identify patterns and areas for improvement.

10. Monitoring and Review

The Senior Leadership Team (SLT) will monitor the implementation of this policy and review its effectiveness annually. Any amendments will be communicated to all stakeholders.

11. Contact Information

For further information or clarification regarding this policy, please contact the Principal at robin.silk@tksv.edu.kh

Approval and Review

Approved by: Robin Silk

Title: Principal

Governor Approval:

Date: 5.6.24

Next Review Date: June 2025

This Complaints Policy has been developed to ensure that all stakeholders of The King's School, Vattanacville have a clear and fair process for raising and resolving concerns. The School is committed to continuous improvement and values the feedback provided through this process.