



PROCEDURES FOR PARENT COMPLAINTS AND CONCERNS

Introduction

- At BBIA we recognise the importance of regular communication between the school and parents, in order that our pupils' learning is supported at all times. In the event that parents have a complaint or concern, the school will proceed in accordance with procedures outlined below. The school will maintain a written record of all complaints and concerns, as well as their outcome.
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Relevant School Aims

- Parents are confident that, should they have a complaint or concern, it will be dealt with professionally, fairly, promptly, and at the appropriate level, as well as that procedures are in place to facilitate this process.
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Procedures for Parent Complaints and Concerns

Informal Resolution

- It is hoped that the majority of complaints / concerns will be resolved quickly, efficiently, and informally.
- If parents have a complaint they should, in the first instance, contact their son's/daughter's teacher. The teacher will then inform the Principal of the complaint.
- Records of all complaints / concerns will be kept on file including when they were received and reviewed. The Principal will inform the parents of the outcome in a letter.



Most complaints will be resolved informally as outlined above. If this is not the case, parents will be advised to follow a formal procedure.

Formal Resolution

- If the complaint cannot be resolved on an informal basis, the parents are advised to put their complaint in writing and send it to the Principal, who will then decide on the appropriate course of action.
- In most cases the Principal will meet with the parents concerned, usually within three days of receiving the complaint, and discuss the matter. If possible, a resolution will be reached at this stage.
- The Principal may need to carry out further investigations.
- The Principal will maintain written records of all meetings and interviews held in relation to the complaints.
- Once the Principal is satisfied that, as far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also elaborate the decision made.
- If parents are not satisfied with the decision, they should proceed to address the issue to the BBIA Governing Board for a formal hearing (Stage 3)

Governing Board

- If possible, the BBIA Governing Board will resolve the parents' complaint immediately, without the need for further investigation.
- In a case where the investigation is required, the BBIA Governing Board will decide on the way to proceed. After due consideration of all the facts considered relevant, Members of the Governing Board will reach a decision. Consequently, a letter will be sent to the parents informing them of Governing Board's decision and the reasons behind it.
- The decision reached by the BBIA Governing Board, and pertaining to any issued complaint, will be final.

Parents can be assured that all complaints and concerns will be treated seriously and confidentially. Correspondence, statements and records alike will be kept confidential.



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