



## **Complaints Procedure**

At Si Ri Panya International School we are working as a team to give each child the best possible opportunities for their future. However, we realise that from time to time communication can break down and problems arise. We want to keep these to a minimum by being open and consistent and working in partnership with the parents. However, if a problem should arise the complaints procedure will ensure that difficulties are resolved quickly and smoothly.

### **STEP 1: Informal Resolution**

Many concerns arise from misunderstandings and are best dealt with positively in discussion with the staff at the school. This is best done by speaking with your child's class teacher. All staff will make every effort to resolve your concern quickly and informally. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not necessarily mean that in every instance they will agree with your point of view but the response should help both you and the school to understand both viewpoints. It may also prevent a similar problem arising in the future.

### **Step 2: Informal Resolution**

Should you remain dissatisfied with the teacher's initial response, you can make an informal complaint to the Headteacher. This is best done by making an appointment to discuss the problem. This will hopefully resolve the matter. However, should you remain dissatisfied, the Headteacher should give you details of ways to take matters further.

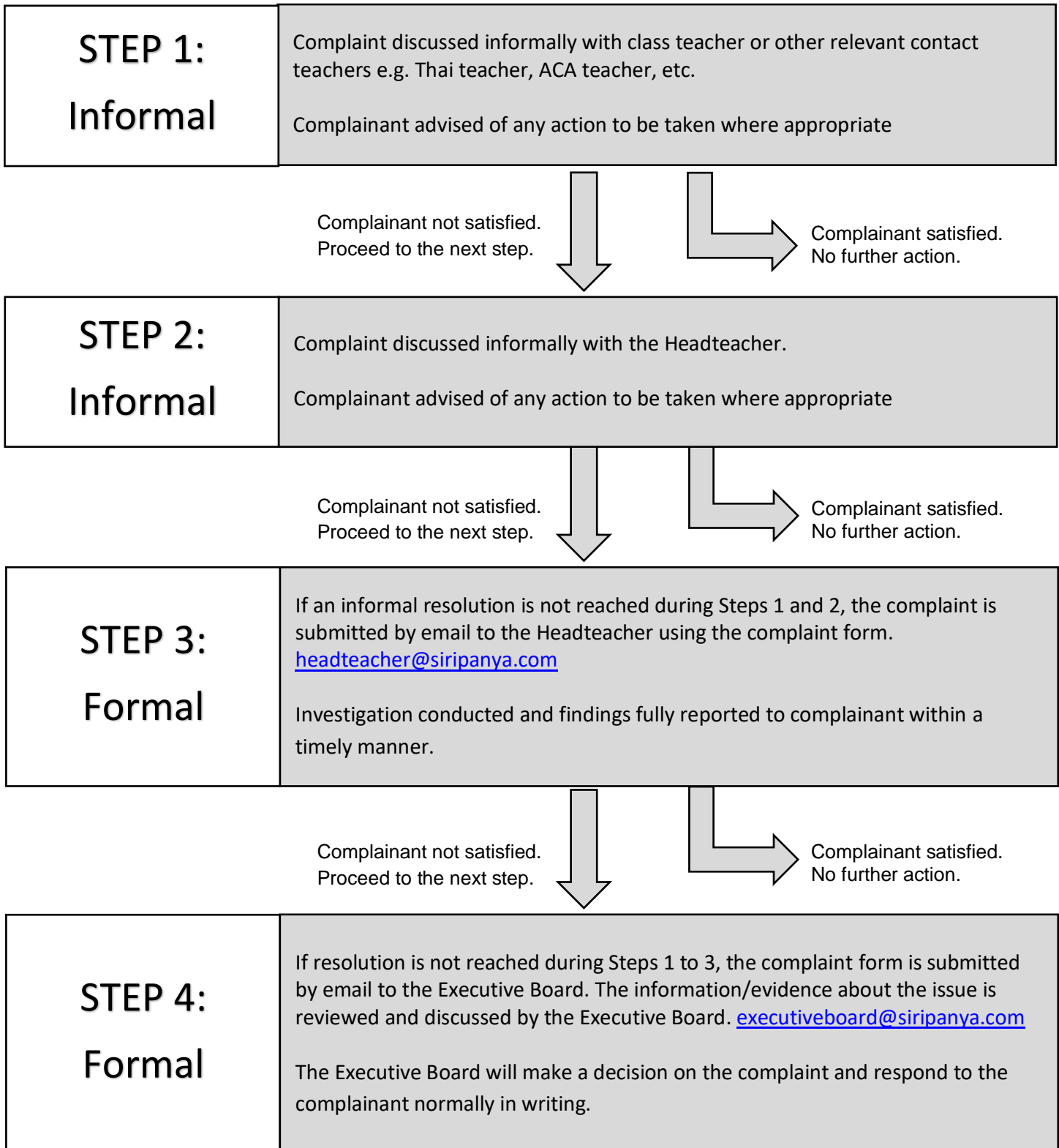
### **Step 3: Formal Resolution**

If the complaint cannot be resolved on an informal basis, then you should put your complaint in writing to the Headteacher using the complaint form [headteacher@siripanya.com](mailto:headteacher@siripanya.com). The Head Teacher will ask to meet with you for a discussion of the problem. The Headteacher will conduct a full investigation of your complaint and may interview members of staff or pupils involved. You will then receive a written response to your complaint.

### **Step 4 – Formal Resolution**

If resolution is not reached during Steps 1 to 3, the complaint form is submitted in writing to the Executive Board [executiveboard@siripanya.com](mailto:executiveboard@siripanya.com). The information/evidence about the issue is reviewed and discussed by the Executive Board. The Board will endeavor to make a decision as soon as is practicably possible and you will be informed of this decision in writing. The decision of the Board is final.

## Si Ri Panya International School Complaints Policy



\* If it is inappropriate to do otherwise, complaints may begin at later steps.

**Si Ri Panya International School**

**Complaints Form**

Your Full name: .....

Preferred phone number for contact: .....

Name of your son/daughter at the school: .....

Class Year group: .....

What do you think the school did wrong or did not do?

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Describe how you have been affected.

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When did you first become aware of the problem?

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If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

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What do you think should be done to put matters right?

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Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

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Signature of complainant: .....

Date: .....

\*If following step 3 of the complaints procedure please send this form to [headteacher@siripanya.com](mailto:headteacher@siripanya.com)

\*If following step 4 of the complaints procedure please send this form to [executiveboard@siripanya.com](mailto:executiveboard@siripanya.com)