

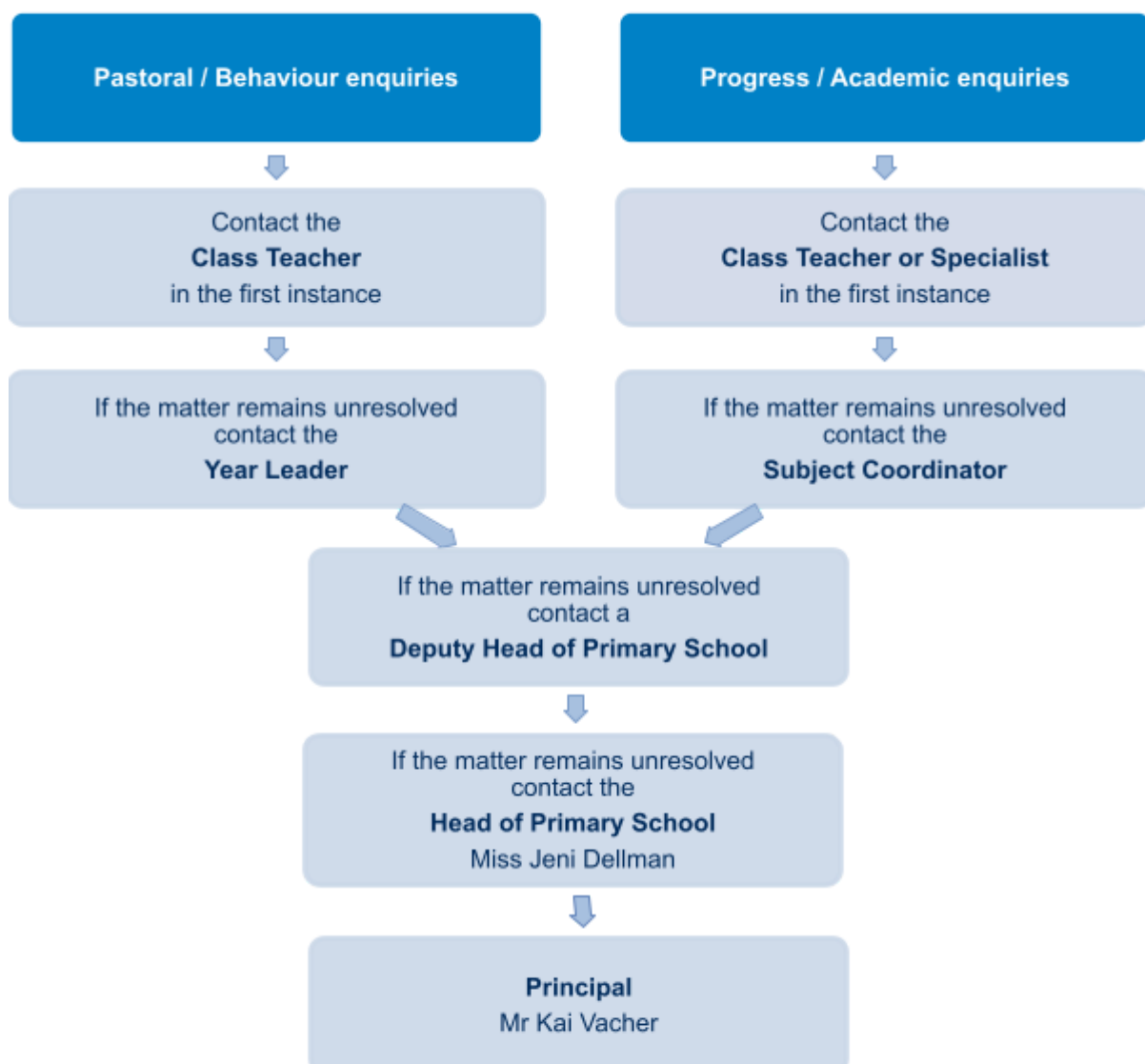
# Who to Contact & Complaints Procedure

## 1. Who to Contact

Strong links between the school and home are of paramount importance and we work very closely with our parents throughout your child's time at BSM.

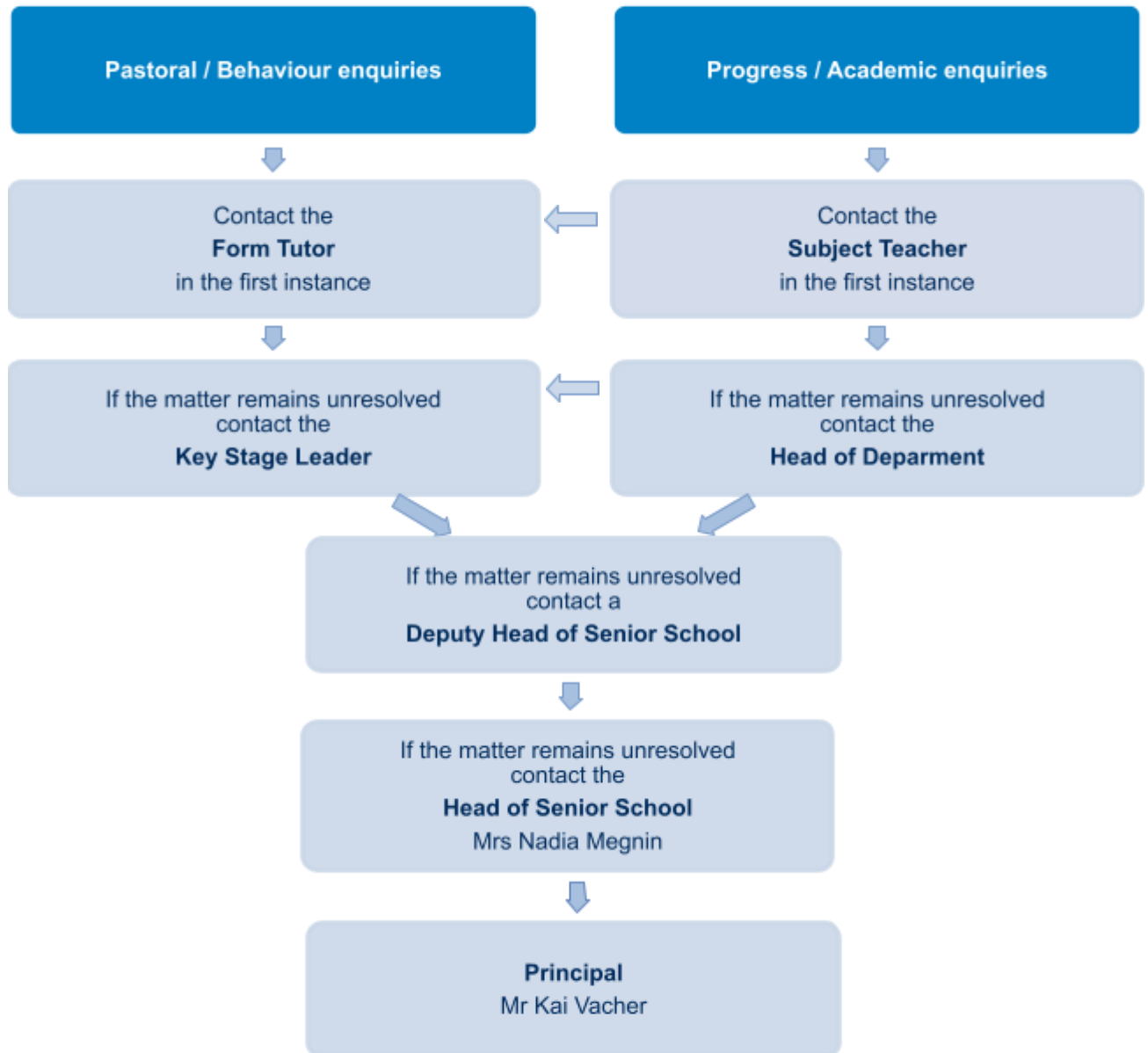
The charts below are a good, well tried and robust guide to dealing with issues as they arise.

### Who to contact - Primary School



All primary staff can be contacted, in confidence, via the Primary office on [primaryoffice@britishschoolmuscat.com](mailto:primaryoffice@britishschoolmuscat.com) or +968 2460 0842.

## Who to contact - Senior School



All senior staff can be contacted, in confidence, via the Senior Office on [senioroffice@britishschoolmuscat.com](mailto:senioroffice@britishschoolmuscat.com) or +968 2460 0842.

If your issues are not resolved via the methods above, please read on to find out about our complaints procedure.

## 2. Complaints Procedure

We welcome suggestions and comments from parents, and take seriously any complaints you raise.

If you wish to make a complaint you can expect it to be treated in accordance with the following procedure:

### Stage 1 – Informal resolution

We hope that any problems will normally be resolved quickly and informally through discussion with the appropriate member of staff. Please see the “Who to Contact” charts above about who to contact with particular areas of concern.

In many cases, a complaint will be resolved by this means to the parents’ satisfaction. If the member of staff contacted cannot resolve the matter alone, it may be necessary for them to consult a more senior member of staff. In the majority of cases, a resolution (or action taken as part of seeking towards a resolution) can be expected within a few days.

The member of staff to whom the complaint has been directed will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved satisfactorily then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure.

### Stage 2 – Formal Resolution

If you are not satisfied with the response you receive, you may wish to make a formal complaint.

You should write to the Principal, giving clear details of the situation that concerns you, and stating that you wish to make a formal complaint.

#### The response you will receive

The Principal (or in his absence, the Head of Primary, Head of Senior School or Director of Finance, depending on the area of complaint), will endeavour to send an initial reply to your letter within five working days, explaining how he will proceed, and giving a date by which he will contact you again. In many cases he may need to discuss the matter with colleagues and consider it further before responding in full. Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, he will respond. If a detailed investigation of the issues is needed, his full response will take the form of a letter or report telling you of the outcome of your complaint. It will explain his conclusion, the reasons for it and any action taken or proposed.

The Principal will keep written records of all meetings and interviews held in relation to the complaint.

### **Confidentiality**

Your complaint will be treated confidentially as far as possible. Knowledge of it will be limited to the Principal (Head of Primary School, Head of Senior School or Director of Finance) and those directly involved. The Chairman of the Board of Governors (or in his absence, the Vice-Chairman) may also need to be informed.

It is BSM's policy that complaints made by parents should not rebound adversely on their children.

In some circumstances, it may be necessary to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would be likely to happen where, for example, a child's safety was at risk or if it became necessary to refer matters to the police.

Matters relating to specific complaints will be kept confidentially on file in accordance with BSM's Data Protection procedures.

Anonymous complaints may not be pursued, although they will also be kept confidentially on file.

Any action that needs to be taken under staff disciplinary procedures will be handled confidentially within the school.

### **Stage 3 – Appeals**

We hope that you will feel satisfied with the outcome of any complaint, and that your concerns have been fully and fairly considered.

If, however, you are not satisfied, you may write to the Chairman of the Board of Governors via the Director of Finance.

He will call for a full report on the matter from the Principal, and will examine the issue thoroughly before responding to you in writing. This may result in a positive solution, but if not, the Chairman will refer the matter to the Appeals Panel for consideration.

The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint and, where practicable, one member of the panel will be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman.

The Chairman will invite you to a meeting with the Appeals Panel as soon as is practicable. It is their task to look at the issues in an impartial and confidential manner. You will be invited to identify any papers which you would like to have circulated prior to such a

meeting. Copies of such particulars shall be supplied to all parties not later than five working days prior to the meeting. You may be accompanied to the meeting itself by one other person of your choice. This may be a relative, teacher or friend. Legal representation will not be appropriate.

If possible the Panel will resolve the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts it considers relevant, the Panel will reach a decision and may make recommendations, which it shall complete within five working days of the meeting. The Panel will write to the parents informing them of its decision and the reasons for it.

The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, Board of Governors and, where relevant, the person complained of.

All formal complaints are logged on a confidential record in the Principal's office and the nature of the complaint (though not the names of complainant or employees involved) is reported at the following meeting of the School Development Committee.

Document Owner: Communications Manager

Document History & Version Control:

Version	Action	Approval	Date
1.0	Merged "Who to contact primary" & "Who to contact senior" documents and added complaints procedure	LT	13 Nov 16
1.1	Updated name of Deputy Head of Senior School.	MJ	11 Mar 18
1.2	Updated staff names	MJ	10 Jan 19
1.3	Updated staff names	MJ	Dec 2019
1.4	Reviewed	MJ	Oct 2020
1.5	Updated title of Bursar to Director of Finance	MJ	Nov 2022