



## BGA COMPLAINTS POLICY & PROCEDURES

### Document Control Sheet

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## BGA COMPLAINTS POLICY & PROCEDURES

This policy is made available to parents, students and staff (both current and prospective) via the BGA website and upon request from school office.

### Purpose and Definitions

The British Georgian Academy values the partnership between the school and home, and acknowledges that it is essential to each student's academic and social success. BGA encourages parents to become actively involved in and support their child's education.

The school welcomes communication from parents in person, by telephone, by email or formal letter, and treats all communication seriously and responds in a timely manner. The staff are committed as professionals, either as educators or administrators to work constructively with parents at all times.

For the purposes of this policy the difference between a concern and a complaint are:

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction, however made, about actions taken'.

### PROCEDURE

BGA recognises the need for home and school to address concerns effectively and provides them with a procedure for constructive discussion. Most concerns are easily resolved informally by discussion with staff at the school. If a concern is not resolved by informal discussion then it could become a complaint and require further discussion or action. Feedback will be actively sought from students and parents in order to minimise complaints and maximise accountability.

BGA believes that it is in everyone's interests that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the formal stages of the complaint's procedure. BGA takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

All staff are expected to encourage parents and students who have concerns that cannot be addressed through initial discussion to follow the complaints procedure. Confidentiality is maintained throughout and we expect all parties to respect this requirement.

The steps below are to be followed strictly.

**Step One:** Contact the Parent Engagement Centre (PEC) for concerns in the first instance. For academic and pastoral concerns, the appropriate member of our teaching and learning staff will respond within 24 hours, either via phone or to arrange an appointment to discuss the concern



further. For all other concerns, the relevant section of the school will respond within 24 hours to address the concern.

**Step Two:** If you are not satisfied with the response, contact the Head of Primary, Secondary or Seniors for academic/pastoral concerns, or the Head of Administration and/or the Vice Principal for Operations for all other concerns.

**Step Three:** If parents feel the issue is not addressed, they may bring the matter to the Principal. Please submit a written complaint through the school office. A response will be given within five (5) working days. **Step Four:** If parents feel the issue is not addressed, they may bring the matter to the Director. Please submit a written complaint through the school office. A response will be given within five (5) working days.

If the parties fail to reach an agreement through informal negotiation, the disputes shall be resolved according to the laws of Georgia.

*NB: Please note that all complaints are dealt with individually. BGA doesn't accept group meetings. Impromptu visits by parental groups to address concerns will be asked to return later on an individual basis having made appointments with the PEC. These appointments will be made at the soonest opportunity.*

#### RECORDING COMPLAINTS

All complaints and actions will be recorded and kept on file for reference purposes. (Appendix 1)

#### PARENT SURVEY

BGA carries out regular parent surveys to gauge the level of satisfaction of parents and invite suggestions for school development and improvement. All feedback on any aspect of the school is encouraged. Surveys are online and anonymous by default, giving parents the option to sign their comments or remain anonymous.



## APPENDIX 1

### Complaint Record

Date:	Class:
Complaint received by:	
What is the nature of the complaint:	
Action taken by the person receiving the complaint (if any)	

#### Comments or action taken by the teacher/teaching assistant/other personnel

Signature:

Date:

Comments or action taken by the Director

Signature:

Date: