



Southern International School, Hat Yai Complaints Policy SIH/P/004/24

Updated September 2024- Bryony Doherty and Luke Peacock

PURPOSE

- (i) To ensure all complaints are handled in a sensitive and appropriate manner.
- (ii) To establish a clear line of communication and procedure to follow in the event of a serious complaint.

GUIDELINES

1. Serious grievances or formal complaints should be handled following a clear line of communication and investigated following a process of due diligence. If a parent has a formal complaint that can't be resolved informally they should:

2.

a) Complete in writing either the official SIH Parent Concern Form, available at Reception or submit a letter outlining the material facts of the complaint, returning this by hand or by email to the Office Administrator. All such complaints must be signed and dated by the complainant and include a day time, contact telephone number.

b) A member of the SLT will review the complaint and where appropriate refer it to the relevant staff member for possible investigation and / or feedback within two working days. At this stage of the investigation, any complaint against an individual will be considered 'alleged' until evidenced and proved otherwise. Events can often be misinterpreted, which can easily be corrected by the teacher, avoiding the need for any further action.

c) If the matter cannot be resolved by the Class / Form tutor within two working days it will be passed to the relevant phase leader for investigation. Parents will be contacted within three working days with a formal response either by phone, in writing or at a face-to-face meeting.

d) If a meeting is convened to discuss the complaint during the investigation, parents are expected to attend the meeting at the time stated and have the meeting completed within the allocated time period. If the parent cannot make the scheduled meeting, then they will need to arrange an alternative time with the schools' front Office. The Parent Liaison Officer will be the official minute taker on these occasions. A Thai translator will also be made available and any written outcomes presented in English and Thai where appropriate.



- e) Where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (d), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint;
- f) If no clear solution or resolution to the problem is found at the above previous stages, the final decision on how to proceed will rest with the Head of School.
- g) The school reserves the right to inform the CEO / Owner of Parents who are aggressive towards staff and recommend that their children are blocked from re-enrolling in the future
- h) An electronic data-base is kept by each Headteacher detailing the facts of all serious parental complaints, the teacher(s) involved and the investigation outcome.
3. Parents wishing to make a formal complaint must follow the above procedure, to allow the matter to be thoroughly investigated.
4. The SLT team and Headteacher handle serious complaints in an appropriate manner and this may include:
- Meeting the complainant in person in an interview situation with the Headteacher / teacher and /or pupil present.
 - The collection of factual evidence and witness statements
 - As an outcome of the investigation conducting a formal staff disciplinary hearing if required, in the presence of suitable witnesses and the HR Officer.
 - Where necessary, providing a full report of the complaint and investigation outcome, to the CEO.
5. All formal complaints will be dealt with as promptly as possible, ideally between 2 and 5 work days as per the timelines detailed above.

6. Monitoring and Review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Head of School logs all complaints received by the school, and records how they were resolved. The Board examines this log on an annual basis.

The Board take into account any accrediting body decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents and carers, so that they can be properly informed about the complaints process.



This policy will be reviewed annually, or before if necessary.