AMBASSADOR INTERNATIONAL ACADEMY MANKHOOL

School Parents and Students Complaints Policy

Whole School

Date created: September 2026

Review Date:	Reviewed by:	Verified by:	Website upload
August 2027	SLT and HR	Governing Board	Yes

This policy outlines the procedures for addressing complaints from parents and students in a fair, transparent, and timely manner. AIAM is committed to fostering an environment of open communication, ensuring that any concerns or complaints are resolved constructively and in alignment with the school's values and educational goals.

1. Introduction

- **Purpose**: The purpose of this policy is to provide a clear framework for handling complaints from parents and students. It ensures that all concerns are addressed promptly and fairly, contributing to the well-being of the school community.
- **Scope**: This policy applies to all formal and informal complaints raised by parents or students concerning school operations, staff, policies, student behavior, and other relevant matters.

2. Objectives

- To offer a straightforward and fair process for parents and students to raise concerns or complaints.
- To resolve issues at the earliest possible stage through constructive dialogue.
- To ensure that complaints are handled in a respectful, transparent, and impartial manner.
- To support continuous improvement of school services through feedback from parents and students.

3. Definitions

- **Concern**: A matter raised informally that can usually be resolved without formal procedures.
- **Complaint**: A formal statement of dissatisfaction requiring a detailed investigation and response.

4. Principles

- **Respect and Confidentiality**: All concerns and complaints will be handled with respect for the

privacy of all involved parties.

- **Timeliness**: Complaints will be addressed promptly, with clear timelines for each stage of the process.
- **Fairness**: All complaints will be investigated impartially, ensuring that all parties have the opportunity to share their perspectives.
- **Non-Retaliation**: No individual will face negative consequences for raising a complaint in good faith.

5. Informal Concerns Resolution

- **Direct Communication**: Parents and students are encouraged to address minor concerns directly with the relevant person (e.g., teacher, school counselor) through a respectful conversation.
- **Mediation**: If direct communication does not resolve the issue, mediation can be requested with the assistance of a school administrator, counselor, or head of department.

6. Formal Complaints Procedure

When informal methods do not resolve the issue, a formal complaint process is available.

Step 1: Submitting a Formal Complaint

- **Written Complaint**: The formal complaint should be submitted in writing to the school's principal or relevant

administrator. It must include:

  - A description of the issue or concern.
  - Any previous attempts to resolve the issue informally.
  - The desired outcome.
- **Acknowledgment**: The school will acknowledge receipt of the complaint within five working days and begin the investigation process.

Step 2: Investigation

- **Investigation Process**: The school will appoint a member of staff, usually a senior

administrator or coordinator, to investigate the complaint. The investigation may involve:

- Reviewing relevant documents.
- Interviewing the complainant and other relevant individuals (e.g., staff or students).

- **Timelines**: The investigation will be completed within 10 to 15 working days of receiving the complaint. If additional time is needed, the complainant will be informed.

Step 3: Decision and Response

- **Outcome Communication**: Once the investigation is complete, the school will provide a written response to the complainant. This will include:
  - A summary of the investigation's findings.
  - The decision made by the school.
  - Any actions to be taken.
- **Resolution**: If the complaint is upheld, appropriate action will be taken to address the issue. If the complaint is denied, the reasons for this decision will be clearly explained.

7. Appeals Process

- **Request for Appeal**: If the complainant is dissatisfied with the outcome, they may submit an appeal in writing to the school principal or governing body within 10 working days.
- **Appeal Review**: The school's governing board or designated appeal officer will review the original

investigation and any new information provided by the complainant.

- **Final Decision**: A final decision will be communicated within 15 working days of receiving the appeal. The decision made at this stage is final.

8. Special Cases

- **Anonymous Complaints**: Anonymous complaints will be considered at the discretion of the school. However,

anonymity may limit the school's ability to thoroughly investigate and resolve the issue.

- **Complaints Against the Principal or Senior Leadership**: Complaints involving the school

principal or

other senior leaders should be directed to the school's governing board.

- **Group Complaints**: If multiple parents or students share the same concern, they may submit a group complaint. In this case, a single representative should be appointed to act as the main point of contact.

9. Monitoring and Record Keeping

- **Documentation**: The school will maintain records of all formal complaints and their outcomes. This includes any investigation notes, decisions made, and actions taken.
- **Monitoring**: The school leadership team will review complaints on a regular basis to identify trends and make improvements where necessary.

10. Roles and Responsibilities

- **Complainants**: Raise concerns or complaints in a timely, respectful manner, providing relevant information and engaging in the process openly.
- **School Staff**: Address complaints professionally, impartially, and with sensitivity to all involved parties.
- **School Leadership**: Ensure that the complaints process is followed fairly, consistently, and in line with the

school's values.

11. Confidentiality and Non-Retaliation

- All complaints and related information will be treated with confidentiality. The school will not tolerate any retaliation against parents or students for raising a concern or complaint in good faith.

12. Policy Review

- **Annual Review**: The complaints policy will be reviewed annually by the school's leadership, HR and the

governing board to ensure its effectiveness and alignment with the school's goals and legal requirements.

- **Amendments**: Any amendments to this policy will be communicated to the school community and implemented accordingly.