

# Newcastle International School

## Complaints Procedure (Full)

### 1. Newcastle International School - Commitment regarding complaints

#### 1.1

We want our students to be provided with the best quality service, therefore we encourage our students to bring forward any complaints.

#### 1.2

When raising a complaint students must make sure that they have behaved according to our school regulations.

#### 1.3

We aim to handle any complaint in a way which:

- Encourages informal settlement
- Is fair to all
- Treats complaints seriously and with understanding
- Is dealt with quickly and effectively
- Helps the school learn from each experience.

#### 1.4

Every effort will be made to make sure your complaint is dealt with immediately, and with fairness to all sides.

## 2. Before a complaint is made

### 2.1

If you want to make a complaint, or need help with further information, you can find help with the following people:

- Your Teacher
- Student Welfare Officer
- Member of our Admin Team.

## 3. How to make a complaint

### 3.1

This procedure will help you understand what areas can be complained about.

### 3.2

The following list gives examples of the type of complaint covered by this procedure:

- Misinformation about academic programmes.
- Poor teaching or supervision
- Not enough facilities
- The behaviour of a member of staff
- The behaviour of another student

## 4. Informal Complaint Stage

### 4.1

If possible, raise your issue of concern immediately by talking to the responsible member of staff. We appreciate if you aim to resolve the problem directly and informally. We anticipate that the vast majority of complaints will be resolved in this way. You can approach one of the staff members listed below:

- Your Teacher
- Student Welfare Officer
- Member of our Admin Team.

## 4.2

The Informal Stage will generally be an oral process and a written record will not be made, but any staff involved will be encouraged to share the experience where the effectiveness of the school or their section could benefit.

## 4.3

If you are still not satisfied with the response to your complaint, you should use Stage 1 of the formal procedure outlined below (section 6).

# 5. Complaint process and Results.

## 5.1

You will be asked to tell us what type of action you are seeking. Such actions might include:

- Change in practice
- Compensation
- Disciplinary action against a student and/or member of staff.

## 5.2

The school will ensure that the complaint result will be treated confidentially, only sections of the school that are related to the complaint will be informed.

## 5.3

If a complaint refers to matters or allegations that are, or that become, the subject of an appeal against an academic decision, the academic appeal will be completed before final completion of the student complaint.

## 5.4

If a complaint raises allegations of inappropriate behaviour by another student, these allegations will be referred to the Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the final outcome of the Complaints Procedure. Details of the considerations or outcomes of any disciplinary proceedings will not be reported to the original complaint.

## 5.5

If a complaint results in allegations about the conduct of a member of staff, these allegations will be referred to the School's Staff Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the final outcome of the Complaints Procedure. Details of the consideration or outcomes of any disciplinary proceedings will not be reported to the original complaint.

## 5.6

Anyone making unwarranted and unsubstantiated allegations concerning the conduct or reputation of members of staff may be subject to disciplinary proceedings on the grounds that they have harmed, or attempted to harm, the good order and discipline of the school and/or brought the school, its staff, or its students into disrepute.

# 6. Stage 1 Complaint: SCHOOL-LEVEL

## 6.1

There will be occasions, where the above process is inappropriate to deal with a complaint and a formal complaint will have to be logged. In this case, you should either:

- Complete a formal complaint form, and hand it in at reception; or
- seek out a member of our admin team, the Managing Director, or the Academic Manager, and make it clear that you are raising a formal complaint. They will assist you in filling out the relevant complaints form.

## 6.2

The complaint must be specific and documentation of all relevant details must be clearly written. Such details include:

- Your name and address
- Any relevant documentation
- Dates, locations, and witnesses as appropriate.

You should also detail any previous unsuccessful attempts at an informal resolution. Finally, you must state what remedy you seek or what reasonable steps you would like to be taken to resolve the complaint.

Both physical and digital copies of all complaints, open and closed, will be kept on record by NIS.

### 6.3

You should normally expect to receive a resolution from the Managing Director or Director of Studies of your written complaint within five (5) working days. It is our aim that most complaints under Stage 1 should be resolved within five (5) working days, but unexpected factors could mean this process takes longer.

### 6.4

Where necessary, a meeting will be arranged between you and the Managing Director or Director of Studies or other appropriate authority to discuss the matter. You may, if you wish, be accompanied by a fellow student or past or present member of staff acting as a friend. A written record of the proceedings will be made by the Managing Director or Director of Studies, who will also take responsibility for arranging the meeting.

### 6.5

A written record of the meeting will be made by the Managing Director or Director of Studies. You will then be notified in writing of the result of your complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Managing Director or Director of Studies of the section concerned shall notify the relevant person(s) internal or external to the school, without undue delay.

If you are not happy with the results, you are entitled to appeal. During the appeal, students must indicate which part of the results they are not happy with and what outcome they require.

## 7. Stage 2 Complaint: BAC

If you are still not satisfied then please see the BAC Complaints Policy, available at: <https://www.the-bac.org/bac-complaints-procedure/>