

BRITANNICA INTERNATIONAL SCHOOL, SHANGHAI

**Concerns and Complaints Policy**  
**Reviewed July 2024**

**Approved by:** Michael Clack **Date:** July 2024

**Last reviewed on:** July 2024

**Next review due by:** July 2025

## **General Guidelines and Principles**

Britannica International School, Shanghai prides itself on the quality of the teaching and pastoral care provided to its students. However, if parents do have a concern or complaint, they can expect it to be treated by the school in accordance with this procedure.

Any matter about which a parent of a student is unhappy and seeks action by the school is a complaint. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Complainants will not suffer as a result of a complaint.

### **Stage 1 – Informal Resolution**

It is hoped that most complaints and concerns will be resolved quickly and informally by discussion with staff at the school; more difficult or complex concerns may take more than one discussion.

If parents have a complaint, they should normally contact their child's Class/ Form Teacher. In most cases (except during the school holiday periods) the Class Teacher will meet/speak to the parents concerned, normally within two days of receiving a complaint to discuss the matter. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class/ Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult their Line Manager and involve her/him in the matter.

Should the matter not be resolved within 10 days or in the event that the Class/ Form Teacher and parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

### **Stage 2A – Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of Primary / Secondary. The complaint will be acknowledged normally within two working days of receipt. The Head of Primary/Secondary will carry out an investigation and respond to the complainant normally within 14 days following the acknowledgement.

The Head of Primary / Secondary may request to meet the complainant to gain further information relevant to the complaint. Statements from witnesses will be collected where necessary. When all the relevant facts have been established, the s/he may either call a meeting with the complainant and provide a verbal response, or produce a written response to the complainant, as considered appropriate.

The Head of Primary/Secondary will keep written records of all meetings and interviews held in relation to the complaint and consult with the Principal regarding future actions.

If the complaint is not resolved, the complainant will be given the option to move to Stage 2B.

### **Stage 2B - Final Resolution**

If the complaint cannot be resolved at the formal stage, by the Head of Primary / Secondary, then this should be forwarded to the Principal, in writing from both the complainant and the Head of Primary/Secondary. The complainant will be contacted by the Principal's PA within 24 hours of receiving the notice, in order to arrange a meeting with the Principal.

The meeting should be held as soon as practicable and convenient to both the complainant and the Principal in order to try to establish a solution. All written reports must be forwarded to the Principal at least 24 hours in advance of the meeting. NB Until this is attended to, the meeting cannot take place.

After the meeting, and within 48 hours, the Principal will give his written final resolution to the matter.

If the complainant is still not satisfied with the final decision s/he can choose to move to Stage 3.

### **Stage 3 – Panel Hearing**

If parents are not satisfied with the response to the complaint arising from the former two stages, parents should write to:

Regional Head of Schools (RHoS) Orbital Education [michael@orbital.education](mailto:michael@orbital.education)

The RHoS will acknowledge the receipt of the complaint normally within five working days.

A panel consisting of at least three people not directly involved in matters detailed in the complaint, will be convened to hear the complaint. One of the panel members will be independent of the day-to-day management and running of the school.

The RHoS will schedule a meeting with the Panel to take place as soon as practicable and normally within 28 days of receipt of the complaint.

Parents may be accompanied to this meeting by their child, and one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. Details of this person should be supplied to the RHoS not later than three days prior to the hearing.

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 to carry out the investigation. After due consideration of all facts, they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 10 working days of the Hearing. The Panel will write to the parents, and where relevant, the person complained about, informing them of its decision, the reasons for it, and, where relevant, any recommendations. A copy of these findings and recommendations will be kept in the Official Complaints Folder in the Principal's Office and will be available for inspection by the RHoS and/ or the CEO of Orbital Education.

The decision of the Panel will be final in that there will be no further right to appeal or further hearing within the School's procedure.

### **Recording Complaints**

A written record is kept in the Official Complaints Folder in the Principal's Office of all complaints made in writing under the formal part of this procedure. A record is held of whether the complaint has been resolved at the formal stage or proceeded to a panel hearing, and any action taken by the school as a result of the complaint regardless of whether it is upheld. The school also keeps a record of informal complaints in order to enable patterns of concern to be monitored. Complaints will be kept for a minimum of three years or as long as deemed necessary.

### **Confidentiality**

Correspondence, statements and records relating to individual complaints will be kept confidential except where a body conducting an accreditation or inspection under School 162A of the 2002 Education Act requests access to them; or where any other legal obligation prevails.

If the complaint is about the Principal directly, as opposed to school policy or procedures, then the RHoS and the CEO of Orbital Education will be informed and the parents will be asked to send their complaint in writing to them (E mail address – see above).

We require parents to maintain the same level of confidentiality around the complaint and outcome.

### **Review**

This policy will be reviewed annually by the Regional Head of Schools on behalf of the School Board.

### **Vexatious Complaints**

#### **A. Persistent / repetitive complaints**

Where a complainant attempts to re-open the same issue with the school after the complaints procedure has been fully exhausted and/or the school has done everything it reasonably can in response to the complaint, the RHoS or Principal will inform the complainant that the matter is closed. (In the event that the complainant wishes to escalate the concern to the final stage, beyond the school, this will trigger the next phase of the complaints procedure.)

If the complainant subsequently contacts the school again about the same issue, the school can choose not to respond. The normal circumstance in which we will not respond is if:

- The school has taken every reasonable step to address the complainant's needs, and
- The complainant has been given a clear statement of the school's position and their options (if any), and

- The complainant is contacting the school repeatedly but making substantially the same points each time

However, this list is not intended to be exhaustive. The school will be most likely to choose not to respond if:

- We have reason to believe the individual is contacting the school with the intention of causing disruption or inconvenience, and/or
- The individual's letters/emails/telephone calls are often abusive or aggressive, and/or
- The individual makes insulting personal comments about, or threats towards, school staff

Unreasonable behaviour which is abusive, offensive or threatening may constitute an unreasonably persistent complaint. Once the school has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email, by the Executive Principal.

The school will ensure when making this decision that complainants making any new complaints are heard, and that the school acts reasonably in line with the Complaints Policy and Procedures.

## **B. Unreasonably Persistent or Vexatious Complaints**

While the school seeks to evaluate and deal with all genuine complaints diligently and fairly, there are unfortunately occasions when complaints are raised by individuals that are unmeritorious, unreasonable, excessive and, in rare circumstances, deliberately calculated to be disruptive to the School and its personnel. Such complaints can consume significant amounts of staff time and School resources and are detrimental to all other students at the School. In order to discourage and facilitate the process of dealing with such claims, the School has a procedure to deal with Unreasonable Persistent or Vexatious Complainants, which is outlined below.

### **Who is a Vexatious Complainant?**

A Vexatious Complainant is a Complainant:

a) who has made two or more complaints, in any School year, which have not been resolved after

Stage 3 of the Complaints procedure; or

b) which are any one or more of the following:

1. Defamatory;
2. Deliberately calculated to be detrimental to the School, its staff or other students
3. Demonstrating a complete breakdown in the confidence and trust between the Complainant and the School;
4. Made in a manner that is aggressive, harassing, intimidating, threatening or profane;
5. Made without reasonable supporting evidence;
6. Of excessive frequency with no sign of relenting;

7. Repetitious with a complaint that has previously been rejected or after receiving a final response from the Principal;
8. Seeking a remedy that is wholly unreasonable or beyond the School's authority or resources to implement;

### **Who determines when a Complainant is a Vexatious Complainant?**

The Principal may make a finding that the Complainant is a Vexatious Complainant at the same time as it provides a final decision in respect of any complaint at Stage 3 of the Complaints procedure

or

The School Board, after Stage 3 of the Complaints Procedure has been invoked, the Complaint remains unresolved.

### **What are the consequences of being classified as a Vexatious Complainant?**

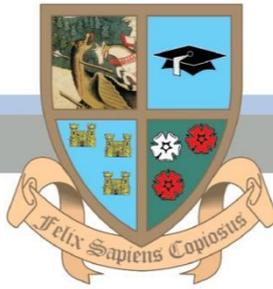
While the School endeavours to consider and review any complaint based on its individual merits, if the Complainant has been classified as a Vexatious Complainant makes any further complaint(s),

this may result in the School taking any of the following actions (each of which is dependent upon the specific facts of each case):

- Taking steps to bring legal action for harassment against the Vexatious Complainant (subject to appropriate legal grounds);
- Reserving the right to cease to respond to the complaints;
- Non re-admittance of the family to the school community;

\*Number of complaints received in 2024-2025: 0

\*Number of complaints received up to date 2025: 0



BRITANNICA INTERNATIONAL SCHOOL, SHANGHAI

## 关注与投诉政策

更新于 2024 年 7 月

批准人：	Michael Clack	日期：2024 年 7 月
上次审查时间：	2024 年 7 月	
下次审查时间：	2025 年 7 月	

## 一般准则和原则

上海不列颠英国外籍人员子女学校以其高质量的教学和对学生的关怀而自豪。然而，如果家长确实有疑虑或投诉，他们可以要求学校按照此程序进行处理。

任何学生家长有不满并寻求学校采取行动的事件都是投诉。家长们可以放心，所有的担忧和投诉都将得到认真和保密的处理。投诉人不会因投诉而遭受损失。

### 第一阶段——非正式决议

希望通过与学校工作人员的讨论，大多数投诉和关切能够迅速、非正式地得到解决；更困难或更复杂的问题可能需要多次讨论。

如果家长有任何投诉，他们通常应该联系孩子的班主任。在大多数情况下（学校假期除外），班主任通常会在收到投诉后两天内与有关家长会面/交谈，讨论此事。在许多情况下，通过这种方式，事情会立即得到解决，让家长满意。如果班主任无法单独解决此问题，他/她可能需要咨询上级主管，并让他/她参与此事。

如果问题未能在 10 天内得到解决，或者班主任和家长间未能达成令人满意的解决方案，则将建议家长根据本程序第二阶段继续进行投诉。

### 第 2A 阶段 — 正式决议

如果投诉不能在非正式的基础上得到解决，那么家长应该以书面形式向小学部/中学部主管提出投诉。投诉通常会在收到后两个工作日内得到确认。小学部/中学部主管通常会在收到投诉后 14 天内进行调查并回复投诉人。

小学部/中学部主管可要求与投诉人会面，以获取与投诉有关的更多信息。必要时将收集证人的证词。当所有相关事实都已确定后，他/她可以酌情与投诉人会面并提供口头答复，或向投诉人提供书面答复。

小学部/中学部主管将保留与投诉有关的所有会议和访谈的书面记录，并就未来的行动与校长协商。

如果投诉未得到解决，投诉人将有权进入第 2B 阶段。

### 第 2B 阶段 — 最终决议

如果投诉无法在正式决议阶段由中小学部主管解决，则应由投诉人和中小学部主管以书面形式提交给校长。校长助理将在收到通知后 24 小时内联系投诉人，以便安排投诉人与校长会面。

会议应尽快举行，对双方来说都方便，以尝试制定解决方案。所有书面报告必须在会议前至少 24 小时内提交给校长。请注意：在此之前，会议无法举行。

会后，校长将在 48 小时内就此事作出书面最终决议。

如果投诉人仍然对最终决定不满意，他/她可以选择进入第三阶段。

### **第三阶段——小组听证会**

如果家长对前两个阶段得到的投诉回应不满意，家长应致函：Orbital 集团区域学校校长（以下简称“区域校长”）[michael@orbital.education](mailto:michael@orbital.education)。

区域校长通常会在五个工作日内确认收到投诉。并将召集一个由至少三名不直接参与投诉事项的人组成的专家组来听取投诉。其中一名小组成员将独立于学校的日常管理和运营。

区域校长将尽快安排与专家组的听证会，该会议通常在收到投诉后 28 天内举行。

家长可以由他们的孩子陪同参加这次会议，如果他们愿意，还可以由第三方的人陪同。这可能是亲戚、老师或朋友。法律代表通常是不合适的。且应在听证会前三天内向区域校长提供此人的详细信息。

如果可能的话，专家组将立即解决家长的投诉，无需进一步调查。如果需要进一步调查，专家组将决定如何进行调查。在充分考虑所有事实后，他们若认为存在相关性，专家组将作出决定并提出建议，此行动应在会议后 10 个工作日内完成。专家组将致函家长，并在相关情况下致函被投诉人，告知他们其决定、原因，以及任何相关建议。这些调查结果和建议的副本将保存在校长办公室的官方投诉文件夹中，并可供区域校长和/或 Orbital 教育 CEO 检查。

专家组的决定将是最终决定，因为在学校的投诉程序中没有进一步的上诉或进一步听证的权利。

### **投诉记录**

根据本程序的正式决议部分，所有有关投诉的书面记录都将被保存在校长办公室的官方投诉文件夹中。该记录为是否在正式阶段得到解决或进入小组听证会，以及学校因投诉而采取的任何行动，无论是否得到支持。学校还将保留非正式投诉的记录，以便对关注的对象进行监测。投诉记录将至少保留三年，或视需要长期保留。

### **保密性**

与个人投诉有关的信件、声明和记录将被严格保密，除非根据《2002 年教育法》中的 162A 学校进行认证或检查的机构要求查阅；或任何其他法律义务优先。

### **审查**

该政策每年将由区域校长代表学校董事会进行审查。

## 恶性投诉

### A. 持续/重复的投诉

如果投诉人在投诉程序全部走完和/或学校已尽一切合理努力回应投诉后，试图与学校重新讨论同一问题，区域校长或本校校长将通知投诉人此事已结束。（如果投诉人希望将问题升级到学校以外的最后阶段，这将触发投诉程序的下一阶段。）

如果投诉人随后就同一问题再次联系学校，学校可以选择不回复。我们不进行回应的正常情况有：

学校已采取一切合理措施满足投诉人的需求，以及

- 已向投诉人明确说明学校的立场及其选择（如有），
- 投诉人多次联系学校，但每次提出的观点基本相同

然而，这份列表并不详尽。在以下情况下，学校最有可能选择不回应：

- 我们有理由相信，该个人联系学校的意图是造成干扰或不便，和/或
- 个人的信件/电子邮件/电话经常是辱骂性或攻击性的，和/或
- 个人对学校工作人员发表侮辱性个人评论或威胁

骚扰、冒犯或威胁的不合理行为可能构成不合理的持续投诉。一旦学校决定合理的停止回应，执行校长将以信函或电子邮件的形式书面通知投诉人。

学校将确保在做出这一决定时，听取投诉人提出的任何新的投诉意见，并确保学校按照投诉政策和程序合理行事。

### B. 不合理的持续或恶意投诉

虽然学校将努力且公平地评估和处理所有真正的投诉，然而，有时个人提出的投诉是没有价值的、不合理的、过度的，且在极少数情况下，这些投诉是故意诽谤学校及其工作人员的。此类投诉可能会消耗大量员工时间和学校资源，并对学校的所有其他学生造成损害。为了阻止或提高处理此类投诉的程序，学校有一个处理不合理的持续或恶意投诉人的程序，如下所述：

#### 谁是恶意投诉人？

恶意投诉人是指：

a) 在任何学年提出两次或两次以上投诉，且在以下情况下未得到解决

投诉程序的第三阶段；或

b) 它们是以下中的任何一个或多个：

1. 诽谤；
2. 故意对学校、教职员工或其他学生造成损害

3. 证明投诉人与学校之间的信任和信心完全崩溃；
4. 以攻击性、骚扰性、恐吓性、威胁性或亵渎性的方式进行投诉；
5. 无合理证据的；
6. 频率过高，且没有丝毫缓和的迹象；
7. 重复之前被驳回的投诉或在收到学校的最终答复后；
8. 寻求完全不合理或超出学校权力或资源范围的补救措施；

### **谁来确定投诉人是否是恶意投诉人？**

校长可在投诉程序第 3 阶段对任何投诉作出最终决定的同时，认定投诉人是恶意投诉人或

在启动投诉程序第三阶段后，学校董事会仍未解决投诉的。

### **被归类为恶意投诉人会有什么后果？**

虽然学校将努力考虑投诉人个人情况和审查任何投诉，但如果投诉人被归类为恶意投诉人，则提出的任何进一步的投诉，将可能会导致学校采取以下行动（每项行动都取决于每个案件的具体事实）：

- 采取措施，就恶意投诉人的骚扰行为提起法律诉讼（以适当的法律依据为准）；
- 保留停止回应投诉的权利；
- 家庭不得再次进入学校社区；