

BRITANNICA INTERNATIONAL SCHOOL, SHANGHAI

Concerns and Complaints Policy

Updated September 2024

Monitoring and Review

This policy is to be reviewed annually, though any deficiencies or weaknesses in health and safety arrangements will be remedied without delay.

This policy will be reviewed by the Principal.

This policy will be approved by the Board/ Orbital Education.

Date when policy was last approved: August 2024

Date when next review is due: August 2025

For Head Office advice contact:

Michael w Clack michael@orbital.education

1 Introduction

- 1.1 At Britannica we understand that feedback from our parents and students is an essential part of improving our organisation – from the education we deliver to the way we communicate with you, and right through to our organisational strategy. We want to encourage parents and students to give us feedback, even when the feedback might be something you are not happy about as we can only resolve issues or concerns if we know about them.
- 1.2 Britannica aims to ensure that any concern or complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every concern or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint.
- 1.3 We recognise that a difficulty which is not resolved quickly and fairly can soon become a cause of resentment and so we need to know as soon as possible if there is any cause for dissatisfaction. Parents and students should never feel that a complaint will be taken amiss or will adversely affect a student or his / her opportunities at this school. This policy distinguishes between a concern or difficulty which can be resolved informally and a formal complaint which will require investigation.
- 1.4 Parent(s) / You: Includes a current parent or legal guardian.
- 1.5 Timescales for each stage are set out below in the relevant paragraphs. When we refer to working days, we mean Monday to Friday, when the school is open during term time. The dates of terms are published on the school's website.
- 1.6 This policy relates specifically to parents of students attending Britannica International School, Shanghai.

2.1 The School's complaints procedure has three stages:

2.2 **Stage 1** – Informal Concern: informal raising of a concern or difficulty with a member of staff orally or in writing

2.3 **Stage 2** – Formal Complaint: a formal complaint in writing to the Principal - further details of how to make a formal complaint and the relevant procedures are set out in appendix 1.

3.1 A written record will be kept of all complaints, and of whether they were resolved at Stage 1 or Stage 2.

3.2 Correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested and is required in the course of a school's inspection or under other legal authority.

3.3 In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.

4 Anonymous Complaints

4.1 In so far as we are able, we will manage anonymous complaints as we do any other complaint. If you are considering submitting an anonymous complaint you should be aware that there may be instances where our ability to investigate a complaint thoroughly could be hindered by a lack of information – including our ability to speak to you directly about your concerns. We will always investigate the complaint as far as we are able on the information given, however we will only feedback on the outcome of any investigation to a known parent of a student at the school. All investigations will be reported internally to the Regional Head of School for full oversight.

5 Expectations of Parents and the School

5.1 Parents/carers/members of the public who raise either informal concerns or formal complaints with the school can expect the school to: a) Ensure that the Complaints policy and this policy are available b) Respond within a reasonable time; c) Be available for consultation within reasonable time limits bearing in mind the needs of the students within the school and the nature of the complaint; d) Respond with courtesy and respect; e) Attempt to resolve problems using reasonable means in line with the school's complaints policy, other policies and practice

5.2 The school can expect parents who wish to raise concerns with the school to: a) Treat all school staff with courtesy and respect; b) Respect the needs and well-being of students and staff in the school; c) Avoid any use, or threatened use, of violence to people or property; d) Avoid any aggression, verbal abuse or other intimidating behaviour; e) Ensure that written communications state the facts surrounding the concern without using threatening or unpleasant language. f) Recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond; g) Recognise that resolving a specific problem can sometimes take some time;

6 Persistent Complainants

6.1 For the purpose of this policy, a persistent complainant is a parent who complains about issues, either formally or informally, or frequently raises issues they consider to be within the remit of the school, and whose behaviour is unreasonable. Such behaviour may be characterised by: a) Actions which are obsessive, persistent, harassing, prolific, repetitious; b) Prolific correspondence or excessive e-mail or telephone contact about a concern or complaint; c) Uses Freedom of Information requests excessively and unreasonably d) An insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes; e) An insistence upon pursuing complaints in an unreasonable manner; f) An insistence on only dealing with the Principal on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters; g) An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the school because it is unlawful.

6.2 For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in (a) to (g) above in such a way that they: a) Appear to be targeted over a significant period of time on one or more members of school staff and/or b) Cause on-going distress to individual member(s) of school staff and/or c) Have a significant adverse effect on the whole/parts of the school community and/or d) Are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

6.3 The School's Actions in cases of persistent or vexatious complaints or harassment:

6.3.1 In the first instance the school will communicate either in writing or verbally (confirmed with a letter) to inform the complainant that his / her behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.

6.3.2 If the behaviour is not modified the school will take some or all of the following actions as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the school community: a) Inform the complainant in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this section of the policy; b) Inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties; c) Inform the complainant that, except in emergencies, all routine communication with the complainant to the school should be by letter only; d) In the case of physical, or verbal aggression or other forms of intimidating behaviour, take appropriate advice and consider warning the complainant about being banned from the school site; or proceed straight to a temporary ban; e) Consider taking advice from the HR / Legal Services about putting in place a specific procedure for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly with the Principal but only with a third person, to be identified by the Regional Head of Schools, who will investigate, determine whether or not the concern / complaint is reasonable or vexatious and then advise the Principal accordingly.

6.3.3 In the event of extreme situations or events, the school may take the decision to move implementing one of the above steps immediately. In this situation the complainant will be informed in writing.

6.3.4 The Principal and SLT will keep the Regional Head of School informed at all times.

Appendix 1: Raising a Formal Complaint

Complaints can be raised to any member of staff

Key Contacts:

Principal

Principal@britannicashanghai.com

Vice Principal and Head of Secondary

aobrien@educator.orbital.education

Head of EYFS

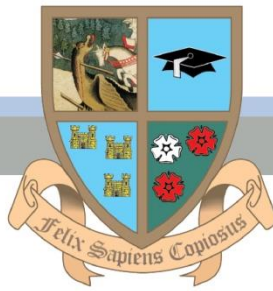
sjones@educator.orbital.education

Head of Primary

jbenson@educator.orbital.education

Regional Head of School

michael@orbital.education



BRITANNICA INTERNATIONAL SCHOOL, SHANGHAI

关注与投诉政策

更新于 2024 年 9 月

审查与评估

这一政策将每年审查一次，但有关于健康与安全中的任何缺陷或不足都将立即得到纠正。

该政策将由校长审查，由董事会/Orbital 教育集团批准。

政策最后批准日期：2024 年 8 月

下一次审查截止日期：2025 年 8 月

总部咨询请联系：

Michael w Clack michael@orbital.education

1 引言

1.1 在不列颠，我们知道家长和学生的反馈意见是改进我们组织的重要部分——从我们提供的教育到我们与您沟通的方式，直至我们的组织战略。我们希望鼓励家长和学生向我们提供反馈意见，即使这些反馈意见可能令您不满意，因为我们只有在了解这些问题或疑虑后才能加以解决。

1.2 不列颠的目标是确保以同情、高效、快速的方式处理任何关切或投诉，并在适当的级别尽快解决。我们将努力以积极的方式解决每一个问题或投诉，以纠正可能出错的问题，必要时，我们将根据投诉的具体情况审查我们的制度和程序。

1.3 我们认识到，如果问题得不到迅速和公正的解决，很快就会引起学生的不满。家长和学生切勿认为投诉会被误解，或会对学生或其在本校的学习机会造成不利影响。本政策将可以非正式解决的问题或困难与需要调查的正式投诉区分开来。

1.4 家长/您：包括现任家长或法定看护人。

1.5 各阶段的时间安排见下文相关段落。我们所指的工作日是指学校在学期期间开放的周一至周五。学期校历日期在学校网站上公布。

1.6 本政策专门针对就读于上海不列颠英国外籍人员子女学校的学生和家长。

2.1 学校的投诉程序分为三个阶段：

2.2 第 1 阶段--非正式关注：以口头或书面形式非正式地向教职员提出关注问题或困难。

2.3 第 2 阶段--正式投诉：以书面形式向校长提出正式投诉--如何提出正式投诉及相关程序的详情见附录 1。

3.1 所有投诉以及投诉无论是否在第一或第二阶段得到了解决，都将以书面形式记录在案。

3.2 与个人投诉有关的信件、陈述和记录将予以保密，除非在学校检查过程中或根据其他法律授权要求查阅。

3.3 根据数据保护原则，个人投诉的详细资料将仅在认为合理必要的情况下予以保存。

4 匿名投诉

4.1 在我们力所能及的范围内，我们将像处理其他投诉一样处理匿名投诉。如果您考虑提交匿名投诉，您应明白在某些情况下，由于缺乏信息，包括我们无法直接与您面谈您所关注的问题，我

们彻底调查投诉的能力可能会受到影响。我们将尽可能根据所提供的信息对投诉进行调查，但我们只会将调查结果反馈给已知的本校学生家长。所有调查情况都将在内部报告给地区校长，以接受全面监督。

5 对家长和学校的期望

5.1 向学校提出非正式关切或正式投诉的家长/看护人/公众可期望学校：

a) 确保提供投诉政策和本政策； b) 在合理的时间内做出回应； c) 在合理的时限内提供咨询，同时会考虑到校内学生的需要和投诉的性质； d) 以礼貌和尊重的态度做出回应； e) 根据学校的投诉政策、其他政策和惯例，尝试以合理的方式解决问题。

5.2 学校希望提出问题的家长能够做到： a) 以礼貌和尊重的态度对待学校所有教职员工； b) 尊重学校学生和教职员工的需要和福利； c) 避免对他人或财产使用或威胁使用暴力； d) 避免任何攻击、辱骂或其他恐吓行为； e) 确保在书面沟通中陈述有关问题的事实，而不使用威胁性或令人不快的语言。 f) 认识到学校工作人员的工作时间限制，并给学校留出合理的答复时间； g) 认识到解决具体问题有时需要一些时间。

6 持续投诉者

6.1 在本政策中，持续投诉者是指对问题进行正式或非正式投诉，或经常提出他们认为属于学校职权范围内的问题，且其行为不合理的家长。这种行为的特点可能是 a) 执迷不悟、顽固不化、骚扰性、多发性、重复性的行为； b) 就某一问题或投诉进行大量通信或过多的电子邮件或电话联系； c) 过度且不合理地使用信息自由申请； d) 坚持追究无实质意义的投诉和/或不切实际或不合理的结果； e) 坚持以不合理的方式追究投诉； f) 坚持在任何情况下都只与校长打交道，而不管问题的严重性和学校处理此类问题的授权级别； g) 当投诉人对结果不满意但又无法改变时，例如，其所希望的结果是不合法的，已超出了学校的职权范围，而坚持反复进行投诉。

6.2 就本政策而言，骚扰是指不合理地采取上文(a)至(g)项所述的行动，而造成： a) 在一段长时间内似乎针对一名或多名学校教职员，及/或 b) 对个别学校教职员造成持续困扰，及/或 c) 对整个/部分学校造成重大负面影响，及/或 d) 所采取的方式可被受骚扰者视为威吓和压迫。这可能包括以下情况：持续的要求和批评，虽然单独来看并不特别严重，但随着时间的推移，会产生损害信心、福利和健康的累积效应。

6.3 学校对持续或无理取闹的投诉或骚扰采取的行动：

6.3.1 首先，学校将以书面或口头形式（以信函形式确认）告知投诉人，其行为已被视为不合理/不可接受，如果投诉人不改正，学校将根据本政策采取行动。

6.3.2 如果行为没有改善，学校将根据申诉人行为的性质及其对学校社区的影响，视需要采取以下部分或全部行动： a) 书面通知投诉人，学校现在认为他/她的行为是不合理的/不可接受的，因此属于本政策本节规定的范畴； b) 告知投诉人，与教职员工的会面都将有第二人在场，为了各方的利益，将做会议记录； c) 告知投诉人，除紧急情况外，投诉人与学校的所有日常沟通都只能通过信件进行； d) 如果投诉人有人身攻击、言语攻击或其他形式的恐吓行为，应听取适当的建议，并考虑警告投诉人禁止其进入学校；或直接采取临时禁止的措施； e) 考虑听取人力资源部/法律服务部的建议，制定处理投诉人投诉的具体程序，即投诉人不能直接与校长交涉，而只能与地区学校校长确定的第三人交涉，由其进行调查，确定关注/投诉是否合理或无理取闹，然后向校长提出相应建议。

6.3.3 在极端情况或事件下，学校可决定立即采取上述步骤之一。在这种情况下，投诉人将收到书面通知。

6.3.4 校长和教导主任将随时向地区校长通报情况。

附录 1: 提出正式投诉

可向任何工作人员提出投诉

主要联系人:

校长

Principal@britannicashanghai.com

副校长兼中学部主任

aobrien@educator.orbital.education

幼儿园园长

sjones@educator.orbital.education

幼儿部校长

jbenson@educator.orbital.education

区域总校长

michael@orbital.education