



**British Academy**  
School Marrakech  
— Belong Achieve Become —

# **HANDLING COMPLAINTS**

## **BASM 32**

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British Academy School Marrakech

## **1. SCOPE**

This policy applies to all parents/carers\* of pupils at The British Academy School Marrakech (The BASM) and is available on the school's website. It operates alongside the Terms and Conditions agreed upon when accepting a place at The BASM.

## **2. WHAT IS A COMPLAINT?**

A complaint is any matter about which the parent of a current pupil is unhappy and seeks action by the school. It may be made about the school as a whole or about a specific department or about an individual member of staff or a pupil. We recognize that it is right and appropriate for a parent to make a complaint if they believe the school has done something wrong or failed to do something that it should have done or acted unreasonably or unfairly.

## **3. PARENT CONDUCT**

The school values open communication with parents to maintain high standards of education and care. Concerns may be raised without fear of prejudice. Complaints will be addressed seriously, promptly, confidentially, and courteously. No pupil will be disadvantaged as a result.

Parents are expected to reflect the school's values of respect and courtesy. Constructive feedback and legitimate complaints are welcome. Aggression, unfounded accusations, or gossip are not. Concerns must be raised responsibly, respectfully and with evidence where appropriate.

Any abusive, racist or defamatory behaviour may lead to restrictions on communication or access to the premises.

## **4. COMPLAINT STAGES**

All complaints will be handled in a staged manner as described below.

### **STAGE 1 – Informal Resolution**

- Parents should first contact the relevant staff member, usually the Form Teacher, so most issues can be resolved quickly and informally. The staff member will decide if it is a complaint or a request for clarification.
- A full explanation will normally be provided within 3 working days during term time. Responses during holidays may be delayed until the new term.
- Complaints made directly to the Headteacher or SLT will normally be referred to the relevant teacher, unless they decide to handle it personally. If unresolved, an SLT member may intervene.

- If the matter is not resolved within 5 working days, parents will be advised to proceed to Stage 2.
- The school will determine which Stage 1 complaints require a written or electronic record.

## **Stage 2 – Formal resolution**

- Parents should submit complaints in writing or by email to the Headteacher, who will decide the appropriate action. The Headteacher may delegate the matter to a member of the SLT or meet with the parents (in person or virtually) within five working days.
- Sometimes time is required to gather facts. Having done so, the Headteacher will decide the outcome. Normally the Headteacher or delegated member of the SLT will meet with the parents and follow up by letter or email outlining the outcome, giving reasons, within ten working days of the Stage 2 meeting, or be notified if more time is needed. A copy of the response may be shared with relevant staff.
- Records of Stage 2 emails, meetings, and interviews will be retained electronically. Response times may be extended during school holidays.
- If parents remain dissatisfied, they may proceed to Stage 3.

## **Stage 3 Advisory Board Panel**

- Parents may submit a Stage 3 complaint by email to the Non-Exec Chair of the Advisory Board within 5 school days of the outcome of a Stage 2 response.
- They should state the grounds for complaint, any relevant evidence, and desired outcome.
- The Chair will convene a panel of three members, including one wherever possible, who is independent of the management of the school.
- The Chair may be a member of the panel or may delegate the Chair's function to another member of the Advisory Board.
- The panel will meet with parents within 21 days of the stage three complaint being received by the school in person or virtually, at the school's discretion.
- The school will give parents seven days' notice of the panel hearing. If this date is inconvenient for parents, the school will liaise with parents to try and find a another mutually convenient date within a further 7 days. If parents are unable to attend, the panel hearing will proceed in the absence of the parents, using the Stage 3 complaint documentation received from parents.
- The panel meeting is not a court of law. Legal representation is not allowed at the panel meeting. Parents present their case and discuss resolution.
- Courtesy and focus on resolution are required.
- The Chair may adjourn or cancel if needed.
- The Chair will aim to resolve immediately or direct further investigation.
- A decision, with or without recommendations, will follow within 15 working days after consultation with panel members.



