

The British School of Alexandria Complaints Policy

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Approved	Ms Dawn Savage- School Principal
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Preamble

BSA seeks to resolve complaints and disputes as close as possible to their point of origin, with minimum formality and in a way that a neutral and reasonable observer would find reasonable in all circumstances. Escalation to a formal appeal should **not occur until all other avenues have been thoroughly explored.**

Where a parent/guardian and/or student disagrees with a major academic, safety or discipline decision and wishes to appeal this decision, the parent/guardian and/or student must have access to an unbiased review of the decision.

A parent/guardian and/or student in the School may appeal a decision of an employee or employees **only if that decision significantly affects the education, health or safety of the student.**

The Process prior to a formal appeal

Before an appeal is brought to the owner/operator, the parent/guardian and/or student shall discuss the decision under appeal with the teacher(s) involved. These discussions should be focused on ways to resolve the conflict or to allow both parties to reach an agreement.

Where practicable, there shall be an expectation that each step in the sequence of discussions will take no more than three working days, but this may be waived by agreement of both parties. The discussions would normally occur in the following resolution sequence:

- **Step 1:** The parent/guardian and/or student will **meet with the teacher(s)** involved with the decision
- **Step 2:** The parent/guardian and/or student will **meet with the HoS** and appropriate staff member(s)
- **Step 3:** The parent/guardian and/or student will **meet with the Principal** and appropriate staff member(s)
- **Step 4:** The parent/guardian and/or student may give a written **request of a formal appeal** to the **Governing body**.
- **Step 5:** The parent/guardian and/or student may give a written **request of a formal appeal** to the **Eduhive**.

The formal appeal process

The appeal shall state:

- The name and address of the student and/or parent/guardian bringing the appeal;
- The decision which is being appealed and the date the student and/or parent/guardian was informed of the decision;
- The name of the employee(s) who made the decision being appealed;
- The grounds for the appeal or the area of difference and the solution or relief sought;
- The steps that the student and/or parent/guardian have taken to attempt to resolve the matter directly with the employee(s) involved.

The Governing body will review the case where the parent/guardian and/or student disagree with a decision that affects their standing in the school. A non-biased review of the evidence and procedures used to make the decision will take place. Among the factors to be considered are the following:

- Was the decision biased in any way?
- Were the policies and procedures of BSA followed correctly?
- Was all available evidence considered?
- Are the consequences to the student reasonable and consistent with other similar situations?

- Are there any mitigating circumstances to consider?

If the decision of the Governing body varies from the original decision, the reasons for the variance will be clearly outlined and any recommendations for procedural changes will be communicated with the Principal. The report should provide the parent/guardian and/or student with a concise but complete statement of reasons for the decision at the time the decision is handed down.

Appeal Meetings

Appeal meetings are to be conducted in a professional manner with courtesy, respect and consideration to all participants. They will be conducted *in camera* with no electronic recording devices permitted. The Governing body shall remind the hearing that the academic, safety or discipline issue at hand concerns a decision made by the School, not by an employee. Accordingly, there is no place in the hearing for personalizing the matter to any individual.

At the appeal meeting, the Governing body will consider written and oral submissions from the parties involved in the dispute. The parent/guardian and/or student is expected to be his or her own spokesperson. In case where there may be extenuating circumstances that compromise the parent/guardian and/or student ability as spokesperson, a written request for an alternative spokesperson may be made.

Appeal Timeline

The decision of the owner/operator shall be final and shall be promptly conveyed, in writing, to the student and/or parent/guardian bringing the appeal as well as to the employee whose decision was appealed.