



OISE Bristol

School Complaints Policy – Under 18s

This complaints policy will be made available to all parents. When their child is admitted to the school / organisation all parents, carers and host families will be provided with a written copy of this policy. It will be included as part of the induction / admission pack.

OISE will respond to all complaints and attempt to resolve these to the satisfaction of all parties.

In the event of a complaint the following procedure will apply;

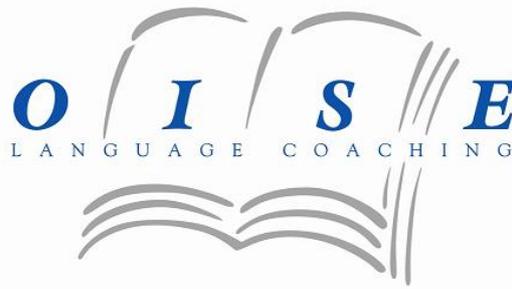
Where any parent or other person wishes to make a complaint about any aspect of the school's practice, an attempt will be made to resolve this, informally if possible.

Where a parent or carer is dissatisfied with the school's response to an informal complaint they will have the option to make their complaint in writing. The substance of this complaint will again be considered by the school management and parents will be provided with a written response. Copies of this correspondence will also be given to the person or persons complained about.

If a parent or carer remains dissatisfied with the outcome to the investigation the proprietor will convene a panel in order to formally hear the complaint. This panel will comprise at least three people, none of whom will have had any prior dealings with or any direct involvement in the matters detailed in the complaint.

At least one person on the hearing panel will have no involvement with the management or running of the school. Parents or carers will be invited to attend the panel hearing and, if they wish, to be accompanied. At this stage it will not be necessary for the parents to be accompanied by a legal representative.

At the opening of the hearing the chairperson will outline the procedure that the panel will follow.



The proprietor will empower the panel to make findings and recommendations. Copies of these findings and recommendations will be provided to the proprietor, Principal, complainant and the person or persons complained about.

Following the panel hearing a copy of the findings will be;

- sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about
- available for inspection on the school premises by the proprietor and the Principal.

A written record will be maintained of all complaints. This record will show whether the complaint was resolved at the informal (preliminary) stage or whether it proceeded to a formal panel hearing. All complaints will be recorded at each stage and correspondence will be kept on file.

All records, statements and correspondence relating to a complaint will be kept confidential. The number of formal complaints, which proceeded to the panel hearing during the preceding year, will be made known to all parents, carers and other interested parties. This information will be published within the annual school / organisation prospectus. If requested the proprietor will make the records of any complaint available to the Secretary of State and / or inspectors conducting an inspection under Section 162a of the Education Act 2002.

Remember

We are a member of EnglishUK – the association for accredited English Language Centres – and if you are still unhappy, you may take your complaint to the ombudsman of this organisation. The ombudsman is an independent person who investigates complaints. We promise to follow the ombudsman's recommendations. Please ask us for information, or you can contact EnglishUK direct at 219 St John Street, London EC1V 4LY. Telephone: 020 7608 7960.

The school is also accredited by the British Council and you may also contact this body with a complaint about our services. The British Council address is: Accreditation Unit, British Council, Bridgewater House, 58 Whitworth St, Manchester, M1 6BB. Telephone 0161 957 7692. Or e-mail: accreditation.unit@britishcouncil.org.

Updated and reviewed January 2017.

To be reviewed January 2018.



Appendix A

Complaints received will follow the time-line below:

