

**Peponi House
Preparatory School
Nairobi, Kenya**



**Parental Complaints and
Grievances**

Policy and Procedure

Parental Complaints and Grievance Policy

Introduction

At Peponi House, we pride ourselves on the quality of the teaching and pastoral care provided to our pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this procedure.

This policy applies to all families in the school.

All children have a Form Teacher in Years 2 to 4 and a Form Tutor in Years 5 to 8. References to the Form Teacher below also refer to the Form Tutor.

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a complaint they should normally contact their son's/daughter's Form Teacher. In most cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult a Year Group Coordinator, a Head of Department or a Member of the Senior Leadership Team. Complaints made directly to the Head or a Member of the Senior Leadership Team will usually be referred to the relevant Form Teacher unless one of the aforementioned deems it appropriate for him/her to deal with the matter personally.

The Form Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 7 days of actual receipt by the Form Teacher of the complaint or in the event that the Form Teacher and the parent 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 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Headmaster will meet with the parents concerned, normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Headmaster to carry out further investigations.

The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.

Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

Should the complaint be against the Headmaster the complainant should put their complaint in writing to the Headmaster. If the parents are not satisfied with the Headmaster's response they may invoke a panel hearing.

Stage 3 – Written Communication with the Board of Directors

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they may ask the Headmaster to take this matter to the Directors, on the understanding that the Headmaster is the conduit through which all communications to the Directors should be made.

The complaint will be taken to a nominated Director in writing.

Where further investigation is required, the Director will decide how it should be carried out and will consult with other member of the Board. After due consideration of all facts they consider relevant, the Board will reach a decision and may make recommendations, which it shall complete within 14 days of receipt of the written complaint. The Board will write to the parents informing them of its decision and the reasons for it. The decision of the Board will be final.

Record Keeping

A written record of all complaints is kept and an account of their resolution and/or progress is recorded. Whilst the regulations require that a record of complaints is limited to all those made in writing under a formal part of the procedure, the school will also keep a record of informal complaints. These are kept for management purposes by the Headmaster and SLT to enable patterns of concern to be monitored.