



COMPLAINTS POLICY

The British International School of Tbilisi values the partnership between the school and home, and acknowledges that it is essential to each student's academic and social success. BIST encourages parents to become actively involved in and support their child's education.

The school welcomes communication from parents in person, by telephone, by email or formal letter, and treats all communication seriously and responds in a timely manner. The staff are committed as professionals, either as educators or administrators to work constructively with parents at all times.

AIM

To provide clear and logical guidance to parents/guardians who wish to raise a concern or to complain about any aspect of their child's education.

PROCEDURE

BIST recognises the need for home and school to address concerns effectively and provides them with a procedure for constructive discussion. Most concerns are easily resolved informally by discussion with staff at the school. If a concern is not resolved by informal discussion then it could become a complaint and require further discussion or action. Feedback will be actively sought from students and parents in order to minimise complaints and maximise accountability.

All staff are expected to encourage parents and students who have concerns that cannot be addressed through initial discussion to follow the complaints procedure. Confidentiality is maintained throughout and we expect all parties to respect this requirement.

The steps below are to be followed strictly.

- Step One:** The parents confer with the class teacher/mentor for academic/pastoral concerns. Contact the Administrative Assistant for all other concerns.
- Step Two:** If you are not satisfied with the response, contact the Head of Key Stage for academic/pastoral concerns, or the Head of Administration for all other concerns.
- Step Three:** If parents feel the issue is not addressed, they may bring the matter to the Principal. Please submit a written complaint through the school office. A response will be given within five (5) working days.
- Step Four:** If parents feel the issue is not addressed, they may bring the matter to the Director. Please submit a written complaint through the school office. A response will be given within five (5) working days.

If the parties fail to reach an agreement through informal negotiation, the disputes shall be resolved according to the laws of Georgia.

RECORDING COMPLAINTS

All complaints and actions will be recorded and kept on file for reference purposes. (Appendix 1)

PARENT SURVEY

BIST carries out regular parent surveys to gauge the level of satisfaction of parents and invite suggestions for school development and improvement. All feedback on any aspect of the school is encouraged. Surveys are online and anonymous by default, giving parents the option to sign their comments or remain anonymous.

Adopted: 1st September 2014; Reviewed: March 2015, March 2016, October 2017, June 2018, July 2020; May 2021, May 2022

Date for review: June 2023



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APPENDIX 1

Complaint Record

Date:	Class:
Complaint received by:	
What is the nature of the complaint:	
Action taken by the person receiving the complaint (if any)	



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Comments or action taken by the teacher/teaching assistant/other personnel

Signature:

Date:

Comments or action taken by the Director

Signature:

Date: