

## Rationale

It is important that concerns and complaints by students, staff and parents/caregivers of the Senior School are resolved as quickly as possible and in a fair and consistent manner, in order to ensure the best educational outcomes for students and to facilitate confidence in the school's processes.

## Guidelines

- The American Academy Larnaca will make every effort to resolve all concerns and complaints, which may manifest themselves in various forms and through various channels
- Concerns will normally follow the process set out in the Complaints Procedure
- Formal complaints must be made in writing and signed by the complainant. They should be addressed to the Senior School Principal who will follow the process set out in the Complaints Procedure
- Legal requirements and the relevant conditions of any related current employment contracts will be adhered to. For some issues, outside mediation may be sought
- The AAAF Council will only become actively involved when the issue is extremely serious, or if it is unresolved between the Principal or the CEO and the complainant. In such cases, a properly constituted sub-committee of the Council should undertake further investigation of the complaint and initiate any actions it deems appropriate

## Complaints Procedure for Parents

If you have any concerns about any aspect of your child's life at the school, please contact the appropriate member of staff as soon as possible. We welcome comments and suggestions from parents, and take seriously complaints and concerns that may arise.

### **The School wishes to ensure that:**

- Parents wishing to raise concerns know how to do so
- The Academy responds to complaints promptly and in a courteous and efficient way

- Parents realise we listen and take complaints seriously
- The Academy takes action where appropriate
- A complaint will not lead to repercussions for the student
- A complaint will be treated in a confidential manner and with respect

**Informal resolution:**

- For a minor issue, please contact the HoY
- For more pastoral or disciplinary concerns, please contact the Deputy Pastoral
- For serious concerns about the curriculum, please contact the Deputy Curriculum
- For matters regarding finance, fees and non-academic services please contact the CEO

Informal complaints will be dealt with within 5 working days.

If you feel that a complaint has not been dealt with properly by the Head of Year, please contact the relevant Deputy.

**Formal Resolution**

If you remain unhappy, please contact the Principal. This should be done in writing. The Principal will conduct a full investigation of the complaint and may interview any members of staff or students involved. You will receive a written response to your complaint. The Principal may ask to meet you at a mutually convenient time, normally within two days of receiving the complaint, for a discussion of the problem.

The Principal will keep written records of all meetings and interviews held in relation to the complaint. Once the Principal is satisfied that, as far as practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing.

**Panel Hearing**

If you are not satisfied, the Principal will offer to refer the matter to the Chair of Council who will refer the matter to a Complaints Panel for consideration. This will consist of at least three persons not directly involved in matters detailed in the complaint. The panel will be appointed by the Chair of the Council and will include a member independent of the management and running of the Academy. A hearing will be scheduled within 10 days. You can write to him in confidence c/o the CEO.

If the panel deems it necessary, it may require further particulars of the complaint to be supplied in advance of the hearing. Copies of such particulars shall be supplied by all parties not later than two days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representatives will not normally be appropriate.

If possible the panel will resolve the complaint immediately. If further investigation is needed, the panel will respond within five days. The panel will write to the parents informing them of their decision and the reasons for it. The decision will be final. The panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the Chair of Council and where relevant, the person to whom the complaint refers. The whole complaints procedure will not exceed 28 days.

A written record of all complaints is kept for a file together with an indication of whether they were resolved at a preliminary stage or if they proceeded to a panel hearing. Correspondence, statements and records relating to individual complaints will be kept confidential except where requested by external higher authority or in line of 'due process' required by an inspection body the Council may have contracted in the wider context of school improvement.

### Complaints Procedure for Students

The Academy will display complaints procedure in relevant places that students have access to.

The procedure for students making a complaint is as follows:

If you wish to make a complaint you are encouraged to see your Mentor, Head of Year, Pastoral Deputy, or any other member of staff (Academic or non-academic) you feel comfortable discussing the issue with. If you feel that your complaint has not been sufficiently dealt with, or if you feel that the matter cannot be resolved, you can see the Principal by making an appointment with a member of Administration in the Weir building, or emailing [info@academy.ac.cy](mailto:info@academy.ac.cy) and asking for a meeting.

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