

International School of Creative Arts

# **Complaints Procedure for Students**

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## Control Page

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## **Complaints Procedure for Students**

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### **1. How to Make an Informal Complaint**

- 1.1. Students should always feel that they can take a problem, concern or complaint to any member of staff or adult in charge of their care and be listened to. Most difficulties can be resolved in this informal manner. The following avenues of complaint are available:
  - speaking privately to a tutor, the House Mother or a boarding member of staff;
  - speaking privately to the Welfare Tutor, to the Form Tutor or to one of the Designated Safeguarding Leads;
  - speaking privately to any other member of staff you feel comfortable talking to.
- 1.2. A student will not be penalised for making a complaint in good faith. We take complaints very seriously and investigate them thoroughly.

### **2. How to Make a Formal Complaint**

- 2.1. If a student feels the Informal Complaints process has not resolved the concern, the student can ask to make a Formal Complaint.
- 2.2. Formal Complaints must be made in writing to the Head of School, via email. The email must clearly state that it is a formal complaint and describe in simple terms the concern.
- 2.3. The Head of School and a second member of staff will then discuss the matter with the student as soon as possible, investigate as necessary, and provide the student with an answer in writing within 5 working days of receiving the formal complaint.

### **3. Procedure After a Formal Complaint is Made**

- 3.1. The person to whom a formal complaint is made (usually the Head of School or, in his absence, the Director of Studies) will keep a written record of that complaint and of its outcome. The Head of School, or someone delegated by him to do so, will review these records regularly.
- 3.2. A complaint made by a student will be resolved, either to the student's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of students, within 5 working days wherever possible.
- 3.3. The Head of School may put the student in touch with an appropriate person outside the School if that is seen as necessary and the student agrees (for example, The Independent Listener, ChildLine, the NSPCC Helpline, the Children's Commissioner or Buckinghamshire's Children's Social Care department). This may be useful if the problem is about a student's welfare rather than to do with teaching or learning.

### **4. Procedure When the Outcome of a Formal Complaint is Felt to be Unsatisfactory**

- 4.1. If a student, or his parents, feel that the procedure detailed above has not dealt

with the complaint satisfactorily, the student's parents may wish to make a separate, formal complaint invoking the Parents Complaints procedure available to them.

- 4.2. If a student does not want to involve parents, but feels that the procedure detailed above has not dealt with the complaint satisfactorily, the student should send a letter or an email setting out the unresolved complaint to the Chair of the School Board. The letter should be sent to the Head of Administration, Ms Iuliana Ancuta, ISCA, Framewood Road, Wexham, Buckinghamshire, SL2 4QS, UK - Tel: +44(0)1753 208820 - Email: [management@isca.uk.com](mailto:management@isca.uk.com).
- 4.3. The Chair of the Board (or person delegated by him) will investigate the complaint and provide a written response within 10 working days. If, after this, a student still feels that the complaint has not been dealt with satisfactorily, the student may ask their parents to make a separate, formal complaint invoking the Parents Complaints procedure.