

Complaints Procedure

The British School of Amsterdam encourages friendly relations and mutual respect throughout the school community. Such an atmosphere is a positive example for the school's pupils and a necessary foundation for their successful personal, social and academic development. From time to time, disagreements or problems do arise. Our aim is to resolve such difficulties swiftly and informally, so that good relations may be resumed without delay. However, if that does not prove possible, the following procedure should be followed.

1. If the complaint concerns pupil behaviour or academic matters, please contact the relevant Class Teacher or subject teacher.
2. If the complaint is of a serious nature, or if your initial approach to the Class/Subject teacher has not resolved the problem, you may choose to contact the Head of Year or the Deputy Headteacher of the relevant section.

Please note that any complaint registered in steps 3-7 of this policy will be registered as a formal complaint and will be noted in the Complaints Log.

3. If you remain concerned, you may make a formal complaint by e-mail or in a letter to the Headteacher of the relevant section. He or she will acknowledge receipt of your complaint by return and conduct a thorough investigation of the issue. He or she will reply to you in writing or by e-mail within three working days, proposing a way forward and suggesting a way of monitoring progress. A formal complaint will be registered in a Complaints Log which will be held centrally.
4. If you are still dissatisfied, you may take your complaint to the Principal. He will speak with all the parties concerned, and will reply to you in writing within five working days.
5. If you remain dissatisfied, you may appeal to the Chairman of the Supervisory Board. He or she will select a neutral board member (i.e. one who has no personal connection with any of the parties directly concerned) to consider the issue and to arbitrate. That board member's decision will be final.
6. If your complaint is about the conduct of the Principal, you may approach the Chairman of the Supervisory Board directly. In order that the Chairman may remain impartial, he/she will not seek details of the issue, but will select a neutral board member (i.e. one who has no personal connection with any of the parties directly concerned) to investigate, mediate and, if necessary, adjudicate the matter. If you remain dissatisfied, you may appeal to the Chairman who will re-examine the issue and arbitrate. The Chairman's decision will be final.

7. Integrity Committee

The following paragraphs are in draft form. The final wording will be agreed at the next meeting of the Supervisory Board, in September 2010.

The Chairman of the Supervisory Board will refer a complaint to the Integrity Committee, if all previous appropriate stages of the complaints procedure have been exhausted, the complainant remains dissatisfied and indicates in writing that he/she wishes the Integrity Committee to be involved.

The three person Integrity Committee will be chaired by the British educational expert on the BSA Supervisory Board and will also include one experienced school manager or governor of another independent school, and one other independent senior professional.

The Integrity Committee's remit is to investigate the integrity of the complaint procedure followed and the application of natural justice in the matter under consideration. In its final decision, the Integrity Committee may recommend changes to BSA policies and procedures. The Integrity Committee will communicate its findings simultaneously to the Chairman of the Supervisory Board and to the complainant.

Its costs will be shared equally between the school and the complainant.