

# HIK SVS INTERNATIONAL SCHOOL

## COMPLAINTS POLICY

### 华兰萨顿国际学校投诉处理政策

The School has, and follows, an appropriate policy on responding to complaints that is compliant with the relevant regulatory standards.

学校有适用的投诉政策，并且遵循相关的监管标准。

## 1. INTRODUCTION

### 1. 概述

The School prides itself on the quality of the teaching and pastoral care provided to its pupils. If, however, pupils or parents do have a complaint, the procedure is as follows.

学校为高质量的教学和人文关怀而感到自豪。然而，如果学生或家长确实需要投诉，过程如下。

## 2. PUPIL COMPLAINT

### 2. 学生投诉

If pupils have a complaint, they are encouraged to contact a member of staff they trust, in many cases their Class Teacher. They can, if they need support, take a friend with them. If the issue is not resolved to their satisfaction then they can approach the Principal who will investigate the matter promptly and thoroughly.

如果学生有投诉，鼓励他们联系一名他们信任的职员，在许多情况下是班主任。如果需要支持，他们可以带上一个朋友。如果问题未能令他们满意地解决，那么他们可以联系校长，校长将及时彻底地调查此事。

It is an obligation to follow up pupil complaints and to investigate specific allegations where they have been made. It is a necessity to keep a written record of questions asked and procedures followed when looking into a complaint. Any formal complaint relating to the running of the School should be addressed to the Principal, either in writing or personally. Pupils will not be penalized for making a complaint in good faith.

有义务跟进学生的投诉，并对所提出的具体指控进行调查。在调查投诉时，有必要书面记录所问问题和所遵循的程序。任何与学校运作相关的正式投诉应向校长提出，可以书面或亲自面谈提出。真诚提出投诉的学生不会受到惩罚。

It should be remembered that all complaints and the outcome should be recorded on the pupil's file.

应记住,所有投诉和结果应记录在学生的档案中。

### **3. PARENTAL COMPLAINTS PROCEDURE**

### **3. 家长投诉程序**

#### **STAGE 1 - INFORMAL RESOLUTION**

##### **第一阶段 - 简易程序解决**

- It is hoped that most parental complaints and concerns will be resolved quickly and informally. With this in mind all complaints and concerns will normally be acknowledged within 48 hours
- 希望大多数家长的投诉和担忧能够迅速并循简易程序解决。考虑到这一点，所有投诉和担忧通常会在 48 小时内确认。
- If parents have a complaint they should normally contact the teacher in question, or their Class Teacher, informally by email or in person to arrange a meeting to discuss the concern. In many cases the matter will be resolved straight away by this means to the parents' satisfaction. If the teacher and/or Class Teacher cannot resolve the matter alone, it may be necessary for them to consult a member of the Senior Leadership Team.
- 如果家长有投诉，他们通常应通过电子邮件或亲自以非官方的形式联系相关教师或班主任，安排会议讨论此事。在许多情况下，通过这种方式可以及时地、令家长的问题满意地得到解决。如果教师和/或班主任无法独自解决相关问题，可能有必要询问更高一级领导。
- Complaints made directly to a member of the Senior Leadership Team, will usually be referred to the relevant Class Teacher or member of staff unless they deem it appropriate to deal with the matter personally;
- 直接向高级领导提出的投诉，通常会被转交给相关教师或职员处理，除非他们认为亲自处理此事合适；
- The manager in question 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 the agreed time frame, or in the event that the manager 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.
- 相关管理者将把他们收到的所有担忧和投诉按照收到的日期以书面方式记录下来。如果在约定的时间框架内未能解决问题，或管理者和家长未能达成令人满意的解决方案，则会建议家长按照本程序的第二阶段继续提出投诉。

#### **STAGE 2 - FORMAL RESOLUTION**

##### **第二阶段 - 正式解决**

- Any parent who is still not satisfied and wishes to make a formal complaint should make it known to the Principal of the School by telephone, email, fax, letter or personal visit by appointment. The Principal will

acknowledge the complaint within 48 hours, consider the complaint and investigate it as appropriate. He will normally respond to the parent within 21 working days;

- 任何仍然不满意并希望提出正式投诉的家长，应通过电话、电子邮件、传真、信件或预约亲自拜访的方式向校长表示诉求。校长将在 48 小时内确认投诉，分析投诉并进行适当调查。通常会在 21 个工作日内回复家长；
- Any parent who is still not satisfied and wishes to advance the complaint should make it known to the Chairman of Governors of HIK SVS International School by telephone, email, fax, letter or personal visit by appointment. The Chairman will acknowledge the complaint within 5 working days, consider the complaint and investigate it as appropriate. He will normally respond to the parent within 21 working days.
- 任何仍然不满意并希望进一步提出投诉的家长，应通过电话、电子邮件、传真、信件或预约亲自拜访的方式向华兰萨顿国际学校董事会主席表示诉求。主席将在 5 个工作日内确认投诉，考虑投诉并进行适当调查。通常会在 21 个工作日内回复家长。
- If the parent is not satisfied with the response as above, the School will make provision for a formal hearing before a panel of three persons who have not been involved in the matter detailed in the complaint. One person on the panel will be independent of the management and running of the School.
- 如果家长不满意上述回复，学校将在一个三人小组面前举行正式听证会，这三人之前未曾涉及投诉中详细阐述的事项。小组中的一人将独立于学校的管理和运营。

## **STAGE 3 - PANEL HEARING**

### **第三阶段 - 小组听证会**

The Chairman of the Advisory Council will be responsible for the appointment of the panel and the time scales for the management of the complaint will be as follows:

督学委员会主席将负责委任小组，投诉管理的时间表如下：

- The Principal of the School will reply to the parent within five working days;
- 学校校长将在五个工作日内回复家长；
- The parents will be given seven working days' notice of the date of the hearing;
- 家长将在七个工作日内接到听证会日期的通知；
- The process should be complete within 28 working days from acknowledging the complaint.
- 整个过程应在确认投诉后 28 个工作日内完成。

Parents, and the person being complained about, may attend the hearing and may be accompanied. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

家长和被投诉者可以出席听证会，并可以带同伴。这可能是亲属、老师或朋友。法律代表通常不适合出现。

If possible, the Panel will resolve the parent's complaint immediately, without the need for further investigation.

如果可能的话,小组将立即解决家长的投诉, 无需进一步调查。

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations in writing, which it shall complete within ten days of the hearing.

如果需要进一步调查, 小组将决定如何进行。在充分考虑他们认为相关的所有事实后, 小组将作出决定, 并在听证会后十天内以书面形式提出建议。

The Panel will write to the parent informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and any recommendations will be sent in writing to the parent, the Principal, the Chairman of Governors and, where relevant, the person complained about.

小组将致函家长, 告知其决定及做出该决定的理由。小组的决定将是最终决定。小组的结论和任何建议将以书面形式发送给家长、校长、董事会主席和相关人员。

## Confidentiality and Complaints Record

### 保密性和投诉记录

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. A written record is kept of serious complaints, their outcomes, and whether they were resolved at the preliminary stage or proceeded to a panel hearing. Notes are also kept of any action taken by the School as a result of these complaints (regardless of whether they are upheld). This record is regularly reviewed by the Principal, or a senior member of staff. The complaints record is also a standing item at the first Senior Leadership Team meeting at the start of each term. Records of complaints are maintained for three years after the pupil has left the School and are kept confidential. All correspondence, statements and records relating to individual complaints are to be kept confidential. Records of informal complaints are recorded in the pupil files in the Principal's office.

可以向家长保证，所有提出的担忧和投诉都会被认真和保密地处理。对严重投诉、其结果以及它们是否在初步阶段得到了解决还是继续进行了小组听证会，都会保留书面记录。学校采取的任何行动也会作为这些投诉处理结果的一部分保留下来(无论这些行动是否被支持)。这些记录由校长或高级职员定期审查。投诉记录也是每学期开始，高级领导团队首次会议的固定议程项目。学生离校之日起，其相关投诉记录还会被机密地保留三年。与个别投诉有关的所有通信、陈述和记录均保密。简易程序投诉的记录在校长办公室的学生档案中记录。

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Andrew Hurst – Executive Principal

Andrew Hurst—总校长