



Approval:	Headmaster	Audience:	All stakeholders
Author:	Headmaster	Review Frequency:	2 years
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Linked Policies:	Staff Grievance Safeguarding Admissions Policy (appeals)		

Complaints Policy

Heathfield International School (HISB), Bangkok

1. Policy Statement

1.1 At Heathfield International School (HISB), we are committed to providing the highest standard of education and service to our students and their families. We recognise that from time to time, concerns or complaints may arise. This policy is intended to ensure that complaints are handled in a fair, consistent, and timely manner.

1.2 We welcome all feedback as an opportunity to improve our practices and strengthen our school community. Complaints will be taken seriously and treated with respect, confidentiality, and impartiality.

2. Scope

2.1 This policy applies to complaints made by:

- Parents or guardians of current students;
- Students, where age and maturity permit;
- Staff members;
- Other members of the school community.

2.2 This policy does not cover:

- Child protection concerns (which will be handled under the school's safeguarding policy);
- Staff grievances (handled under the Staff Grievance Policy);
- Appeals against academic decisions



3. Guiding Principles

- **Respect and Fairness:** All parties involved in a complaint will be treated with dignity and without bias.
- **Confidentiality:** Complaints will be handled with discretion. Information will only be shared with those who need to know in order to resolve the matter.
- **Timeliness:** We aim to resolve complaints as quickly as possible, ideally within the timeframes outlined below.
- **Transparency:** The process and outcomes will be communicated clearly to all involved.

4. Stages of the Complaints Process

Stage 1: Informal Resolution

4.1 Where possible, concerns should be raised informally with the relevant teacher, member of staff, or line manager. Most issues can be resolved quickly at this stage through direct communication.

Timeframe for response: within 5 working days.

Stage 2: Formal Complaint

4.2 If the matter is not resolved informally, or the complainant prefers to make a formal complaint, they should do so in writing to the Headmaster of the School (or the Deputy Head of School, if the complaint involves the Headmaster).

4.3 The complaint should include:

- The nature of the complaint;
- Relevant facts, dates and details;
- The resolution sought.

4.4 HISB will acknowledge the complaint in writing and conduct an investigation.

Timeframe for acknowledgement: within 3 working days.

Timeframe for response: within 10 working days of acknowledgement.

Stage 3: Appeal

4.5 If the complainant is not satisfied with the outcome of Stage 2, they may request an appeal. This request must be made in writing to the Licensee of the School within 10 working days of the Stage 2 decision.



4.6 An appeal panel, consisting of senior staff and not previously involved in the matter, will review the complaint and make a final decision.

Timeframe for appeal panel meeting: within 20 working days of the request.

Timeframe for final decision: within 5 working days of the panel meeting.

5. Record Keeping

5.1 A written record of all formal complaints, including whether they were resolved at Stage 2 or proceeded to Stage 3, will be kept securely by the school. These records will include the outcome and any actions taken.

6. Monitoring and Review

6.1 The Headmaster and Licensee at HISB will review complaints annually to identify any trends or areas for improvement.

6.2 This policy will be reviewed every two years or earlier if required.

7. Contact Details

- **Head of School**

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- **PA to the School Licensee**

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