



COMPLAINTS PROCEDURE

The school operates the following Complaint Procedure:

If parents are unhappy about any aspect of their child's education they should contact the Headmaster personally or through their child's agent or guardian. The Headmaster will respond immediately to any complaints and report back to parents within 48 hours. A record of all conversations, actions, correspondence and outcomes relating to the complaint are kept.

Most problems are able to be resolved quickly and informally but if parents are dissatisfied with the outcome of their concerns, they should write formally to the Principal. The Principal will hold an investigation and provide a written report to parents, normally within 14 days.

If parents are still dissatisfied they should write to:

The Chief Executive
The Bell Educational Trust
Hillscross
Red Cross Lane
Cambridge
CB2 0QU

Complaints taken to the Chief Executive are heard by a Complaints Panel comprising the Chief Executive (or an appointed representative if there has been any prior involvement in the complaint), one member of the Board of Governors and a lay person, independent of the management and running of the school. No member of the panel will have been directly involved in any previous consideration of the complaint.

The panel will meet within 14 days of receipt of the written complaint. The complainant will be invited to attend the hearing and may be accompanied by a person of his or her choice.

The Complaints Panel will present their findings and recommendations to the complainant, the Board of Governors, the Principal and, if appropriate, the person complained about, in writing within 5 working days of the hearing. The decision of the Complaints Panel is final.

All complaints received by the School, whether verbal or written are logged.

All correspondence, statements, records and outcomes of complaints are kept confidential.

Expulsion

Any decision to permanently exclude a pupil is taken by the Principal. Parents have the right of appeal to the Complaints Panel but an appeal can only be heard after the pupil has been removed from the school.

Bell Educational Trust is committed to providing high quality tuition and pastoral care. Its schools are regularly inspected under a range of quality assurance schemes including The British Council and The European Association for Quality Language Services. Each inspecting body operates a complaints procedure and parents should contact these organisations for details.

Inspecting Body

Bell Bedgebury International School is inspected by the Office for Standards in Education (Ofsted), to whom parents or students can complain. For details please visit www.ofsted.gov.uk