

Complaints Policy and Procedures



Tohoku International School

1. Purpose

TIS is committed to maintaining a positive, respectful, and solution-focused school community. We recognise that concerns and complaints may arise, and we believe that addressing them promptly, fairly, and transparently strengthens trust and accountability.

This policy outlines how concerns and complaints can be raised and how they will be handled.

2. Guiding Principles

- Concerns are best resolved as early and informally as possible.
- All parties will be treated with respect and fairness.
- Complaints will be handled confidentially and professionally.
- The school will take appropriate steps to ensure that no individual is disadvantaged for raising a concern in good faith.

3. Definitions

Concern: A matter that can usually be resolved quickly through clarification or discussion.

Complaint: A formal expression of dissatisfaction requiring investigation and resolution.

4. Stages of the Complaints Procedure

Stage 1: Informal Resolution

Most concerns can be resolved through direct communication.

- Parents should first contact the relevant staff member (e.g., Homeroom Teacher or Subject Teacher). The Head of Elementary (HoE) or Head of Secondary (HoS) should be copied and involved where appropriate.
- If the complaint concerns the HoE or HoS, the Principal should be contacted directly.
- If the complaint concerns the Principal, it should be addressed to the Vice Principal, who will review the matter and attempt to resolve it on behalf of the school, in accordance with the same procedures.

Acknowledgement of the concern will be provided within one school day.

The school will seek to resolve the matter promptly through discussion and appropriate action.

Stage 2: Formal Complaint

If the issue is not resolved at Stage 1:

- The complaint should be submitted in writing to the Principal.
- The Principal will acknowledge receipt and may arrange a meeting to clarify concerns.
- An investigation will be conducted as necessary.

- A written response outlining findings and next steps will be provided within a reasonable timeframe.
- If the complaint concerns the Principal, the written complaint should be directed to the school Board.

Stage 3: Complaints Panel (Rare Cases)

In rare cases where the matter remains unresolved:

- The Principal (or the Board if the complaint concerns the Principal) will convene a Complaints Panel.
- The meeting date, time, and venue will be confirmed at least five school days in advance.
- Names of attendees and relevant documents will be shared at least two school days prior to the meeting.
- The Panel's decision will be communicated in writing to all involved and will be final.

5. Scope

This policy applies to concerns raised by parents or guardians regarding educational, operational, or pastoral matters.

It does not apply to:

- Student discipline procedures
- Staff employment matters
- Issues governed by separate safeguarding policies. Safeguarding issues should be reported directly to the Designated Safeguarding Lead/Safeguarding Deputy at safespace@tisweb.net.
- The Board does not normally become involved in operational complaints. Its role is to review appeals to ensure that procedures were followed fairly and appropriately. The Board will not reinvestigate the complaint but will consider the process and the reasonableness of the decision. The Board may also be consulted where legal clarification or advice is required.
- If you would like to appeal any DP results, contact our DP Coordinator, who will directly communicate with the IB when necessary.

All correspondence, notes, and paperwork for complaints at all three stages will be stored in a central space accessible to leadership.

Concerns or Complaints Raised

