



Complaints Procedure

We are committed to working collaboratively with parents and ensuring clear, responsive communication. We understand that, occasionally, concerns may arise, and our complaints procedure is designed to resolve these efficiently and respectfully.

STEP 1: Informal Resolution

Many concerns arise from misunderstandings and are best dealt with positively in discussion with the staff at the school. This is best done by speaking with your child's class teacher. All staff will make every effort to resolve your concern quickly and informally. They will make sure that they understand what you feel went wrong and they will explain their own actions to you. They will ask what you would like the school to do to put things right. Of course, this does not necessarily mean that in every instance they will agree with your point of view but the response should help both you and the school to understand both viewpoints. It may also prevent a similar problem arising in the future.

Step 2: Informal Resolution

Should you remain dissatisfied with the teacher's initial response, you can make an informal complaint to the Headteacher. This is best done by making an appointment to discuss the problem. This will hopefully resolve the matter. However, should you remain dissatisfied, the Headteacher should give you details of ways to take matters further.

Step 3: Formal Resolution

If the complaint cannot be resolved on an informal basis, then you should put your complaint in writing to the Head of Primary or the Head of Secondary using the complaint form HeadPrimary@siripanya.com or HeadSecondary@siripanya.com. The Head will ask to meet with you for a discussion of the problem. The Head will conduct a full investigation of your complaint and may interview members of staff or students involved. You will then receive a written response to your complaint.

Step 4 – Formal Resolution

If the complaint is unresolved after Steps 1–3, parents may escalate the issue to the Executive Board by emailing executiveboard@siripanya.com. At this stage:

Complaints Panel Composition: The panel will consist of at least three members, including:

- **One independent Board member** who is not a current teacher, parent, or directly involved in school operations.
- **Two additional Board members** who have not been involved in previous stages of the complaint.
- **Panel Chair:** One member will act as chair to ensure a fair and organised review.

Review Process: The panel will gather all relevant information and may invite the complainant, school representatives, or other involved parties to attend a meeting. Parents will be notified of any such meeting in advance and may bring a support person if they wish.

Decision: After deliberation, the panel will reach a final decision, which will be communicated in writing. The board strives to resolve complaints in a timely manner but will notify parents if further time is required.

Outcome: The decision of the Executive Board Complaints Panel is final.

Si Ri Panya International School Complaints Policy

STEP 1: Informal

Complaint discussed informally with class teacher or other relevant contact Teachers e.g. Thai teacher, ACA teacher, etc.
Complainant advised of any action to be taken where appropriate

Complaint not satisfied.
Proceed to the next step.

Complaint satisfied.
No further action.

STEP 2: Informal

Complaint discussed informally with the Headteacher.
Complainant advised of any action to be taken where appropriate

Complaint not satisfied.
Proceed to the next step.

Complaint satisfied.
No further action.

STEP 3: Formal

If an informal resolution is not reached during Steps 1 and 2, the complaint is submitted by email to the Headteacher using the complaint form. HeadPrimary@siripanya.com or HeadSecondary@siripanya.com
Investigation conducted and findings fully reported to complainant within a timely manner.

Complaint not satisfied.
Proceed to the next step.

Complaint satisfied.
No further action.

STEP 4: Formal

If resolution is not reached during Steps 1 to 3, the complaint form is submitted by email to the Executive Board. The information/evidence about the issue is reviewed and discussed by the Executive Board. executiveboard@siripanya.com
The Executive Board will make a decision on the complaint and respond to the complainant normally in writing.

* If it is inappropriate to do otherwise, complaints may begin at later steps.

Si Ri Panya International School Complaints Form

Your Full name:
Preferred phone number for contact:
Name of your son/daughter at the school:
Class Year group:

What do you think the school did wrong or did not do?

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Describe how you have been affected.

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When did you first become aware of the problem?

If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

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What do you think should be done to put matters right?

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Have you already put your complaint to a member of staff?

If so, please give brief details about how and when you did so.

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Signature of complainant: Date:

*If following step 3 of the complaints procedure please send this form to HeadPrimary@siripanya.com or HeadSecondary@siripanya.com

*If following step 4 of the complaints procedure please send this form to executiveboard@siripanya.com