

Implemented – November 2025
Effective from 1st of January 2026

Complaints Procedure

**This policy applies to the whole
school including Early Years**

**British Way International School
Kandy**

British Way International School, Kandy (BWIS) is committed to fostering a safe, transparent, and respectful environment for all students, parents, staff, and stakeholders. The school recognises that, on occasion, concerns or complaints may arise, and it is essential that such matters are addressed promptly, fairly, and without prejudice.

This Complaints Procedure outlines the steps for raising and resolving concerns, ensuring that every complaint is handled with professionalism, confidentiality, and impartiality. The process encourages early resolution and promotes constructive communication aimed at strengthening trust between the school and its community.

01. DEFINITION OF A COMPLAINT

A complaint is defined as an expression of dissatisfaction regarding an action, decision, omission, behaviour, or policy of the school or any member of staff. To be considered valid, a complaint must

- Be raised by an identifiable individual who believes they have been affected negatively.
- Be submitted with honesty, accuracy, and in good faith.
- Contain sufficient clarity regarding the issue being raised.

The school does not accept anonymous complaints or collective submissions that do not include identifiable names or clear details. All complainants must demonstrate trust in the school's authority and the integrity of the established process.

The Central Management Committee and the School Management Committee are responsible for investigating complaints while maintaining a fair, unbiased, and confidential process that protects the privacy of all parties involved.

02. PRINCIPLES

The Complaints Procedure is guided by the following principles

- All complaints will be taken seriously and handled with professionalism.
- Complainants will be treated respectfully at all times.
- Investigations will be conducted objectively, confidentially, and without prejudice.
- No individual will be penalised for raising a complaint in good faith.
- All individuals are presumed innocent until investigations are completed and findings are established.
- Personal conflicts, outside disputes, or unrelated grievances must not be brought into the school environment.
- The school will not be responsible for issues that complainants escalate publicly or outside the school without following the internal procedure.
- The school encourages peaceful, constructive dialogue and strives to resolve concerns with positive and progressive outcomes.

03. STAGES OF THE PROCEDURE

Stage 1- Informal Resolution

1. The complainant should raise the concern directly with the relevant staff member at the earliest opportunity.
2. The school will attempt to resolve the matter informally through a discussion, meeting, phone call, or email.
3. A response or resolution will be provided within **5-10 school days**. If the matter remains unresolved, the complainant may proceed to **Stage 2**.

Stage 2 - Formal Written Complaint

1. A formal written complaint must be submitted to the **Vice Principal or Administration Manager**.
The written complaint should include
 - A clear description of the issue
 - Relevant facts and supporting documents
 - Any steps taken during the informal stage
 - The desired outcome
2. An acknowledgement of receipt will be provided within **5 school days**.
3. A formal investigation will be carried out, which may involve interviews or meetings with the complainant and any individuals concerned.
4. A written response outlining the findings and planned actions will be issued within **20 school days**.
If the complainant is dissatisfied with the outcome, they may move to **Stage 3**.

Stage 3- Review Panel (Governing Body)

1. A written request for review must be submitted within **10 school days** of receiving the Stage 2 decision.
2. A Review Panel consisting of **three senior staff or committee members** who were not previously involved will examine the handling of the complaint.
3. A hearing may be scheduled, and the complainant will be invited to attend.
4. The panel will provide its final written decision within **15 school days** of the hearing.

This is the final stage of the internal school complaints process.

04. RECORD KEEPING

The school will maintain a written record of all formal complaints, including details of investigations, actions taken, and outcomes. All records will be treated as confidential and stored securely, except where disclosure is required by law or regulatory bodies.

05.UNREASONABLE OR ABUSIVE COMPLAINTS

The school reserves the right to limit or refuse communication if a complainant's behaviour becomes

- Abusive or threatening
- Disrespectful
- Unreasonably persistent
- Intended to cause disruption rather than resolution

In such cases, the school may impose restrictions on communication channels or discontinue correspondence.

06. COMMITMENT TO PEACEFUL AND CONSTRUCTIVE RESOLUTION

BWIS encourages all members of the school community to raise concerns responsibly and constructively. The school is committed to maintaining a peaceful environment where issues can be resolved collaboratively. Every individual is welcome to express opinions or concerns that contribute to the continuous development and improvement of the school.

07.APPROVAL AND ADOPTION

This Anti- bullying Policy has been reviewed and approved by the Central Management Committee of British Way International School, Kandy. It comes into immediate effect and supersedes any previous versions.