



**EV-S.0824**

**Complaint  
Policy**

**March 2026**

**EVEREST  
SCHOOL**

**EVEREST SCHOOL**





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# Complaint Policy EV-S.0824

This policy aims to provide clear guidelines and ensure that all complaints are treated seriously, reviewed appropriately, and resolved as effectively as possible. By following this process, Everest International seeks to maintain a positive and respectful learning environment for all students, staff, and stakeholders.

## 1. Purpose of the Policy

The purpose of this Complaint Policy is to provide clear, fair, and transparent procedures for handling complaints within our school environment. This policy is designed to ensure that all complaints are dealt with in a timely, respectful, and professional manner, fostering a positive school culture where concerns are heard and addressed.

## 2. Scope

This policy applies to all students, parents, guardians, staff, and other stakeholders who wish to raise concerns or complaints regarding school practices, staff conduct, curriculum delivery, facilities, or other matters related to the functioning of the school.

## 3. Definition of a Complaint

At Everest Schools International we welcome all forms of complaints as it is a show expression of dissatisfaction or concern raised by an individual or group about an action, behavior, or service provided by the school, its staff, or its processes.

## 4. General Principles

- **Fairness and Transparency:** All complaints will be dealt with fairly, impartially, and without prejudice.
- **Confidentiality:** Information related to complaints will be kept confidential to the extent possible, subject to the need for disclosure in order to resolve the issue.
- **Respect:** All parties involved in a complaint should be treated with respect and courtesy.
- **Timeliness:** Complaints should be addressed as quickly as possible, with the aim of resolving issues within a reasonable timeframe.

## 5. Complaint Procedure

### Step 1: Informal Resolution

- **Step 1.1:** When an issue arises, the complainant should first attempt to resolve the concern informally by discussing the matter directly with the relevant person (e.g., the teacher, staff member, or principal).
- **Step 1.2:** If the issue is not resolved informally or the complainant feels uncomfortable addressing it directly, they may choose to approach the school administration (e.g., Headteacher or deputy) for support in resolving the matter.

### Step 2: Formal Complaint Submission



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- **Step 2.1:** If the concern remains unresolved after informal discussions, the complainant should submit a formal written complaint. This can be by submitting a letter or email to the school administration.
- **Step 2.2:** The formal complaint should include:
  - A clear description of the issue.
  - The date(s) of the incident(s).
  - Any actions taken so far to resolve the issue.
- **Step 2.3:** Complaints should be submitted to the appropriate individual (e.g., Headteacher, deputy or designated complaints officer) within a reasonable time frame (usually within 10 school days of the incident).

### Step 3: Acknowledgment and Initial Review

- **Step 3.1:** Upon receiving the formal complaint, the school will acknowledge receipt of the complaint within 24 hours. This acknowledgment will outline the next steps and the anticipated timeframe for resolution.
- **Step 3.2:** The relevant staff member(s) or administrator(s) will conduct an initial review of the complaint. If further information or clarification is needed, the complainant will be contacted.

### Step 4: Investigation and Resolution

- **Step 4.1:** The complaint will be investigated impartially. This may include interviewing the parties involved, reviewing relevant documents, or gathering other pertinent information.
- **Step 4.2:** The complainant and other involved parties will be kept informed of the progress of the investigation.
- **Step 4.3:** A resolution will be proposed or implemented based on the findings of the investigation. The complainant will be notified of the outcome via email typically within 2 school days of submitting the complaint. If the investigation takes longer, the complainant will be informed of the delay and provided with a revised timeline.

### Step 5: Appeal Process (Panel Hearing)

- **Step 5.1: Right to Appeal**

If the complainant is not satisfied with the outcome of the formal complaint (Stage 4), they have the right to request a formal appeal. This request must be made in writing to the Headteacher or Proprietor within 5 school days of receiving the outcome.
- **Step 5.2: Establishment of a Complaints Panel**

A panel will be convened to hear the complaint. The panel will:

  - Consist of at least three members
  - Include at least one independent member who is not involved in the management or running of the school



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- **Step 5.3: Arrangements for the Hearing**

- The panel hearing will normally take place within 10 school days of the appeal request
- The complainant will be given reasonable notice of the date, time, and location of the hearing
- The complainant has the right to attend the hearing and be accompanied by a friend or representative if they wish

- **Step 5.4: Conduct of the Hearing**

During the panel hearing:

- The complainant will be invited to present their complaint
- The school may present its response
- The panel may ask questions and request further clarification
- All parties will be treated fairly, respectfully, and without prejudice

- **Step 5.5: Panel Decision and Outcomes**

Following the hearing, the panel will:

- Make clear findings and recommendations based on the evidence presented
- Decide on any appropriate actions or outcomes

A written record of the panel's findings and recommendations will be:

- Provided to the complainant
- Provided to the person complained about (where appropriate)
- Made available for inspection by the Proprietor and Headteacher

### **Step 5.6: Finality of Decision**

The decision of the panel is final and concludes the school's internal complaints procedure.

## **6. Monitoring and Review**


The school will regularly review the effectiveness of the complaints procedure to ensure it is fair, efficient, and transparent. Feedback from complainants may be solicited to improve the process.

## **7. Record-Keeping**

- All formal complaints, investigations, and resolutions will be documented and stored securely. These records will be reviewed periodically to identify any patterns or trends that may require attention or lead to improvements in school practices. Correspondence, statements and records relating to individual complaints are to be kept confidential except where local legal requirements permit access.



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Reviewed by Rachel Lloyd Headteacher	Date of Review 24/03/2026	Signature 
Reviewed by Governing Body	<b>Mr Afkir Anas</b>	