



SPGS  
INTERNATIONAL

SPGS International School Chengdu

Complaints Policy



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Complaints Policy  
投诉政策

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(以下中文内容为英文原文的翻译，仅供参考。若内容与原文发生冲突，以英文原文为准)

## 1 Introduction 介绍

### 1.1 What is a complaint? 什么是投诉?

A complaint relates to something which is seen as unsatisfactory or unacceptable. It is an expression of dissatisfaction with a real or perceived problem. It may be made about the School as a whole, about a specific department or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure. A complaint is likely to arise if a parent believes that the school has done something wrong, failed to do something that it should have done or has acted unfairly.

投诉即被您视为不满意或不可接受的事情。这是对实际发生、或您感知存在的问题的一种不满表达。它可以是关于整个学校、某个部门、或个别教职员提出的投诉，或是任何令家长对学校不满并希望寻求学校采取行动的事情。如果家长认为学校做错了事、未能做应该做的事、或行为不公，通常就会产生投诉。

In particular, it is an expression of dissatisfaction or concern communicated by a parent to a member of staff that requires a response from the school. These concerns might be about, for example:

特别是，这是家长向学校工作人员表达不满或担忧的一种方式，同时需要学校做出回应。这些担忧可能关于以下方面，例如：

- The school's educational and well-being provision, regulations, processes and policies
  - The school's operational and administrative provision, regulations, processes and policies
  - The behaviour of a member, or members, of staff towards either their child or themselves
  - A decision made about their child by an individual member of staff or 'the school'
  - Any issue associated with finance
- 
- 学校的教学和人文关怀、规章制度、流程和政策
  - 学校的运营和行政规定、规章、流程和政策
  - 一名或多名教职员对家长或对他们的孩子的行为表现
  - 由个别教职员或由“学校”对他们的孩子做出的决定
  - 与财务相关的任何问题

Complaints may be differentiated from questions posed, suggestions made or matters raised by parents as they do not reflect dissatisfaction, discontent or a lack of satisfaction. A separate QR code is available to parents to raise any such matters. These are dealt with by the Deputy Head Pastoral and are logged separately.

投诉需与家长提出的疑问、建议反馈、或提出的事项区分开来，因为后者并不反映不满或不悦。学校已建立另外一个沟通二维码供家长提出此类问题。这类反馈由德育副校长负责处理，并另行记录。

The School is here for your child and you can be assured that your child will not be penalised for a complaint that either you, or your child, raise in good faith.

学校是为孩子们提供教育的地方。请您放心，无论是您、还是您孩子提出的善意投诉，您的孩子都不会受到惩罚。

### 1.2 Circulation: This policy is addressed to the Senior Management Team, all members of staff, governors and parents. A copy can be downloaded from the school's website or is available on request from the school office.

**传播：**本政策已发布给学校高层管理团队、全体员工、董事会成员和家长。本协议可从学校网站下载副本，或联系学校办公室索取。

1.3 **Accessibility:** This policy can be made available in large print or other more accessible format, if required. If assistance is required with making a complaint, for example because of a disability, parents should contact the Deputy Head Pastoral who will be happy to make appropriate arrangements.

**可及性:** 如有需要, 学校可提供放大字体的版本、或其它更易于访问的格式。如果在提出投诉时需要帮助, 例如由于残疾等原因, 家长应联系德育副校长为您提供额外的安排。

1.4 **Policy status:** The policy has been approved by the Principal and the Governing Board of SPGSI. It provides guidelines for handling complaints. It is drafted in accordance with Part 7 of the Education (Independent School Standards) Regulations 2014 (SI 2014/3283). The policy applies to all sections of the school. Some of the procedures can only be carried out during term time.

**政策状态:** 该政策已由校长和校董会批准, 作为学校处理投诉的指导方针。它是根据英国 2014 年教育 (独立学校标准) 条例第 7 部分 (SI 2014/3283) 的要求起草的。该政策适用于学校的所有部门。其中有些流程只能在上学日期间进行。

1.5 **Application:** Separate procedures apply in the event of a child protection issue (see the school's Safeguarding (Child Protection) policy), or if the Principal expels or requires the removal of a student and the parents seek a Governors' Review of that decision (see the school's Expulsion Policy).

**应用:** 以下两种情况适用于不同的政策——跟儿童安全保护相关的情况 (参见学校的儿童保护政策), 或者, 如果校长决定开除或要求学生退学, 而家长寻求校董会对该决定的审查 (参见学校的开除政策)。

1.6 **Parent(s) / You:** Includes a current parent or legal guardian of a child currently on roll at the school and may include a parent whose child has recently left the school but only if the complaint was initially raised when the student was still on roll at the school.

**“家长/您”** 是指目前在校就读孩子的家长或法定监护人, 也包括最近刚刚离校的孩子的家长 (但前提是投诉是在学生仍在校期间提出的)。

1.7 **Three stages:** This policy describes a three-stage procedure:

- Stage 1: informal raising of a complaint notified orally or in writing to a member of staff
- Stage 2: a formal complaint in writing to the Principal
- Stage 3: a reference to the Complaints Panel

三个阶段: 本政策中的投诉流程包括三个阶段:

- 第一阶段: 非正式投诉, 通过口头或书面形式通知工作人员
- 第二阶段: 向校长提交书面正式投诉
- 第三阶段: 提交给投诉委员会

1.8 **Timescales:** We aim to resolve any complaints in a timely manner. Timescales for each stage are set out below in the relevant paragraphs. When we refer to working days, we mean Monday to Friday, when the school is open during term time. The dates of terms are provided on the school calendar.

**时间表:** 我们旨在及时解决任何投诉。每个阶段的时间表请参见下文。其中提到的“工作日”, 是指学校在上学日期间的周一至周五。上学日的日期以公布的学校校历为准。

- 1.9 Parents should immediately notify the person they believe is best placed to take urgent action if they have a concern about their child's safety. Any safeguarding concerns should be raised immediately and confirmed in writing to the Deputy Head Pastoral as the school's DSL (please see Appendix i for contact details).

如果家长对孩子的安全有任何担忧，应立即通知他们认为最有能力采取紧急行动的人。同时，任何儿童安全保护相关的问题，需立刻以书面形式提交给学校的德育副校长——他/她同时作为学校的儿童安全保护指定人（DSL）（请参见附录二以获取联系信息）。

## 2. Policy Aim and Statement 政策目标和声明

- 2.1 Aim: Our school ethos promotes open communication with parents and encourages a continuing dialogue between home and school throughout a child's education. The aim of this policy is to ensure that parents feel able to raise openly with the school any concerns they may have and that these will be managed sympathetically, consistently, efficiently and at the appropriate level, and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing our systems and procedures in light of the circumstances.

**目标：** 我校提倡与家长进行开放的沟通，并鼓励各家庭在其孩子就读期间与学校保持对话。本政策的目的是为家长提供可坦诚地向学校反映问题的渠道，并且确保这些被反映的问题将得到理解、同时能按照标准流程、高效、妥当并尽快被解决。我们将尽力以积极的方式解决每一个投诉，旨在纠正可能出现的不当情况，并在必要时根据情况审查我们的体系和流程。

- 2.2 Policy statement: Any issues which arise are normally dealt with informally through discussion and parents are fully involved in key decisions which affect their child's career. Contact details for pastoral and academic staff are available from the school office. We encourage parents to use these channels should an issue arise as we need to know as soon as possible if there is any cause for dissatisfaction or concern. Complaints will always be dealt with in accordance with this policy. Parents and students should never feel (or be made to feel) that a complaint will be taken amiss or will adversely affect a student or their opportunities at this school.

**政策声明：** 家长反映的任何问题，通常通过沟通则能得以解决，期间家长完全参与对其孩子教育产生影响的决策。家长可从学校办公室获取负责德育工作和学术工作的相关领导的联系方式。我们鼓励家长在发现问题时使用这些渠道，因为我们需要尽快知道是什么导致了家长的不满和担忧。家长投诉的处理将始终遵循本政策。家长和学生绝不应认为（或被迫感受到）其投诉会被学校误解、或会对学生产生不利或影响到学生原本在我校该享有的影响。

## 3 Management of complaints 投诉管理

- 3.1 Complaints Co-ordinator: The Deputy Head Pastoral is responsible for the co-ordination and administration of the Complaints Procedure. If the Deputy Head Pastoral is unavailable or is the subject of the complaint, their duties will be carried out by the Principal. The main responsibilities of the Deputy Head Pastoral are to:

- be the first point of contact while the matter remains unresolved and keep records
- co-ordinate the complaints procedures in school
- arrange assistance for parents who require this, for example, because of a disability
- maintain an on-going training programme for all school employees in relation to complaints
- monitor the keeping, confidentiality and storage of records in relation to complaints
- report regularly to the Principal and to the Governing Board's Education and Pastoral Committees with respect to complaints.

**投诉协调员：** 德育副校长负责投诉流程的协调和管理。如果德育副校长无法履行职责或是被投诉的对象，其职责将由校长来履行。德育副校长的主要职责是：

- 在问题未解决前作为第一联系人、并维持沟通记录

- 协调学校内部的投诉流程
- 为需要帮助的家长安排协助，例如因为残疾
- 持续为在校员工制定与投诉相关的培训计划
- 监督与投诉相关的记录的保存、保密和存储
- 定期向校长和校董会下属的“教育和人文关怀委员会”汇报学校的投诉情况

#### 4 Stage 1: Informal Complaints and Concerns 第一阶段：非正式投诉

4.1 We expect that most complaints, where a parent seeks intervention, reconsideration or some other action to be taken, can be resolved informally in the first instance. Examples might include dissatisfaction about some aspect of teaching or pastoral care, or about allocation of privileges or responsibilities, or about a timetable clash or some other aspect of the school's systems or equipment, or a billing error. Complaints of discrimination, bullying, harassment or victimisation are taken very seriously and may need to be dealt with formally. Governors are informed of the nature of stage 1 complaints and concerns in order to monitor trends.

通常，大多数投诉（家长寻求干预、重新考虑、或需采取其它行动的情况）在第一阶段就可以通过非正式方式解决。例如，对教学或人文关怀某些方面的不满、或对机会或责任分配的不满、或对课程表的安排有异议、或对学校运营的各方面的不满，或缴费账单上的错误等等。关于歧视、欺凌、骚扰或报复行为的投诉会被严肃对待，并可能直接作为第二阶段——按正式投诉流程来处理。第一阶段的投诉需向校董会成员汇报，以便他们监管相关趋势。

4.2 The complaints process for Data Protection matters is set out in the school's Privacy Policy and the GDPR policies. 关于数据保护事项的投诉流程已在学校的《隐私政策》和《数据保护政策》中列出。

4.3 Notification: If appropriate, please raise the complaint initially as follows:

**通知：**如有必要，请在提出投诉的前期，参考以下指南：

4.3.1 **Education Issues:** if the matter relates to the classroom, the curriculum or special educational needs, parents are asked to speak or write to their child's Homeroom Teacher (JS), Mentor (SS), ALNCo or relevant head of department as appropriate.

**教学问题：**如果反映的问题与课堂、课程或特殊教育需求有关，家长应与孩子的班主任（幼小部）、个人导师（中学部）、ALNCo（特殊教育需求协调员）、或相关部门负责人沟通或书面联系。

4.3.2 **Pastoral Care:** for complaints relating to matters outside the classroom, parents are asked to speak or write to their child's Homeroom Teacher (JS) or Mentor (SS).

**人文关怀服务：**对于与课堂无关的投诉，家长请与孩子的班主任（幼小部）或个人导师（中学部）沟通或书面联系。

4.3.3 **Disciplinary Matters:** a problem over any disciplinary action taken or a sanction imposed should be raised first with the member of staff who imposed it or their line manager.

**纪律事项：**对给予学生的纪律处分或惩罚有疑问，应首先与发布这项处分的校领导联系、或联系其直线领导。

4.3.4 **Financial Matters:** a query relating to fees or extras should be raised in the first instance with the Finance Manager [betty.yu@spgs-shengbo.com](mailto:betty.yu@spgs-shengbo.com)

**财务事项：**有关费用或额外费用的问题，应首先向财务经理 [betty.yu@spgs-shengbo.com](mailto:betty.yu@spgs-shengbo.com) 提出。

4.3.5 If the complaint is against a senior manager, parents should speak or write directly to the Principal.

如果是有关学校领导（或经理）的投诉，家长应直接与校长沟通或写邮件。

4.3.6 If the complaint is against the Principal, parents should write directly to the Chair of the School Governing Board whose contact details are available from the School Office on request (see Appendix i for contact details).

如果投诉是有关校长的投诉，家长应直接写信给校董会主席，其联系方式可向学校办公室索取（其联系方式请见附录 1）。

4.4 **Record-keeping:** A written record of all informal complaints raised is maintained. Two QR codes are maintained. One is provided for the logging of external complaints by parents; a second QR code is provided to staff for the internal logging of complaints passed on by parents.

**记录保存：**家长提出的所有非正式投诉都将被记录在册。学校有两个不同的二维码。一个二维码用于家长直接提交投诉；另一个二维码用于校内员工记录从家长那里收到的投诉。

4.4.1 External complaints by parents will be logged via the QR code (see below)  
家长可通过下方二维码直接提交投诉。



The record by school will include:  
学校记录投诉时将包含以下信息：

- the name of the parent making the complaint;
  - the date/by whom the complaint was received;
  - to whom the complaint was passed;
  - the nature of the complaint;
  - any initial response;
  - colour-coding demonstrating whether or not the complaint has been resolved, and if so how;
  - any next steps.
- 
- 提出投诉的家长姓名；
  - 投诉接收的日期/接收人；
  - 投诉被转交给了谁处理；
  - 投诉的性质；
  - 任何初步回应；
  - 颜色分类显示投诉是否已解决，如果已解决，则记录解决方式；
  - 是否有任何后续步骤。

4.4.2 Once a concern is received, the Deputy Head Pastoral (Complaints Co-ordinator) logs it in the complaints' spreadsheet. The Deputy Head Pastoral then allocates the complaint to the appropriate staff member or member of the senior team via email. The complaints' log is monitored and updated daily during work hours.  
一旦收到投诉，德育副校长（即投诉协调员）会将其记录在投诉电子表格中。德育副校长随后将投诉邮件分发给相关负责人或校领导处理。每个工作日的工作时间内，校领导会定期关注和查收投诉二维码的信息。

4.4.3 A second QR code is available to staff where complaints are passed on by parents either orally or via email.

另一个二维码提供给员工记录家长通过口头或邮件形式提出的投诉内容。

The record includes:

- the name of the parent making the complaint;
- the date/by whom the complaint was received;
- to whom the complaint was passed;
- the nature of the complaint;
- any initial response;
- colour-coding demonstrating whether or not the complaint has been resolved, and if so how;
- any next steps.

记录投诉时将包括以下信息：

- 提出投诉的家长的姓名；
- 投诉接收的日期/接收人；投诉被转交给了谁处理；
- 投诉的性质；
- 任何初步回应；
- 颜色分类显示投诉是否已解决，如果已解决，则记录解决方式；
- 是否有任何后续步骤。

4.4.4 Complaints received via the QR code are logged in the central complaints' log.

通过二维码收到的所有投诉，均会被记录在学校的投诉总日志中。

4.5 **Acknowledgement:** Written complaints will be acknowledged by telephone, e-mail or letter within three working days of receipt during term time. In the holidays the acknowledgement will be made as soon as is practicable and not later than three working days beyond the start of the next term or half term.

**确认：**书面投诉将在收到后的三个工作日内（学期期间）通过电话、电子邮件或信件的方式确认。在假期期间收到的投诉，学校将尽快确认收到，并不迟于假期后新学期（或新的半学期）开始后的三个工作日内。

4.5.1 In acknowledging receipt of a written complaint, the appropriate member of staff will either speak with the parent over the phone or invite them to a meeting as soon as is practicable and no later than within ten working days, depending on its nature and urgency. Where appropriate they will indicate what action is being taken and the likely time scale.

在确认收到书面投诉时，相关负责人将根据投诉的性质和紧急程度，在十个工作日内尽快通过电话与家长沟通或邀请家长面谈。在适当情况下，学校将说明正在采取的措施及其预计解决的时间。

4.5.2 In response to an oral complaint, the member of staff should either attempt to resolve the issue at the time or, if further discussion and investigation is required, explain that the parent should expect a response, which might include the possibility of a further meeting, either orally or in writing within three working days, depending on the nature and urgency of the complaint.

若是口头投诉，相关负责人应当立即尝试解决问题；或者如果需要进一步讨论和调查，应向家长解释：会在三个工作日内通过口头或书面形式给家长答复，包括可能会安排进一步的沟通，这具体取决于投诉的性质和紧急程度。

4.6 **Unresolved complaints:** A complaint which has not been resolved by informal means to the parent's satisfaction within 15 working days should be notified to the school in writing as a formal complaint. This will be dealt with in accordance with Stage 2 below.

**未解决的投诉：**若在 15 个工作日内未能以满意的方式解决家长的投诉，家长应以书面形式通知学校提出第二阶段的正式投诉。这将按照下面的流程处理。

4.6.1 Members of staff should inform the Deputy Head Pastoral and their line manager if an informal complaint cannot be resolved within 15 working days. At this point, after regret has been expressed that the concern has not been resolved to the parents' satisfaction, the parent should be advised in writing by the Deputy Head Pastoral, in their role as Complaints Co-ordinator, that if they wish to pursue their complaint further they should proceed to Stage 2 of the School's Complaints Policy (a copy of which should be attached/enclosed) and follow the process below.

如果在 15 个工作日内无法解决非正式投诉，相关负责人应通知德育副校长和他们自己的直线领导。此时，德育副校长首先对未能令家长满意表示遗憾后，应以投诉协调员的身份书面告知家长，如果他们希望进一步追究投诉，可按照学校《投诉政策》的第二阶段流程进行（同时应附上/一份投诉政策），并按照以下流程进行。

4.6.2 Where repeated attempts are made by a parent to raise the same complaint after it has been considered at all three stages, this will be regarded by the School as vexatious and outside the scope of this procedure.

如果家长的投诉在经过了三个阶段的处理后，家长仍反复提出相同的投诉，学校将视其为恶意行为，并不在本政策处理的范围内。

## 5 Stage 2: Formal Complaint 第二阶段：正式投诉

5.1 Notification: If a parent is dissatisfied with the response to the complaint under Stage 1 or feels the need to lodge a formal complaint, details should be set out in writing and addressed to the Principal, stating explicitly the wish to invoke the formal complaints procedure and including full contact details. A formal complaint will be acknowledged by telephone, e-mail or letter within five working days during term time, as soon as is practicable in the holidays and not later than five working days beyond the start of the next term or half term, indicating the action that is being taken and the likely time scale.

**通知：**如果家长对第一阶段非正式投诉的处理不满意或觉得有必要提出正式投诉，应以书面形式向校长提出，明确表示希望启动正式投诉程序，并留下自己的联系方式。正式投诉将在五个工作日内（学期期间）通过电话、电子邮件或信件确认收到，在假期期间收到的投诉，学校将尽快确认收到，并且不迟于下一个学期或半学期开始后的五个工作日内，说明正在采取的措施和预计的时间表。

5.2 Investigation: Complaints will be treated in as confidential a manner as possible. Discussions of the case will be limited to the Principal and those that they need to consult with. The Principal may ask a senior member of staff to act as Investigator and / or may involve one or more Governors. The Principal or Investigator may request additional information from parents and will probably wish to speak to parents personally and to others who have knowledge of the circumstances. The outcome of the investigation will be reviewed by the Principal who will then notify the parents by letter of their decision and the reasons for it. Written records will be kept of all meetings and interviews held in relation to the complaint.

**调查：**投诉将尽可能以保密的方式处理。事件的讨论将仅限于校长及其需要询问的人员。校长可以要求一名校领导担任调查员，也可能涉及一名或多名董事会成员。校长或调查员可能会要求家长提供补充信息，并可能亲自与家长沟通、以及与其他了解情况的人沟通。调查结果将由校长审核后，由校长通过信件通知家长最终结果及其理由。所有与此次投诉相关的会议和面谈都将保留书面记录。

5.3 Outcome: The Principal's aim would be to inform any complainant of the outcome of an investigation and the resolution to the complaint within a maximum of 25 working days from the receipt of the complaint. In practice, the school will make every effort to respond within a shorter timeframe, especially if the complaint is urgent (for example, it concerns the well-being of a student). Please note that any complaint received within one month of the end of term or half term is likely to take longer to resolve due to school holidays and the unavailability of personnel. In these circumstances the resolution will be communicated within 25 working days of the start of the

new term or half term.

**结果：**校长应在收到投诉后的25个工作日内，通知投诉人调查结果和解决方案。学校将尽一切努力在更短时间内作出回应，特别是如果收到的投诉非常紧急（例如，涉及学生的利益）。请注意，若是在学期末或半学期末前一个月内收到的任何投诉，由于临近假期及人员安排的原因，可能需要更长时间才能解决。在这种情况下，解决方案将在新学期或半学期开始后的25个工作日内通知。

- 5.4 If the complaint is against the Principal, the complaint should be made to the Chair of the School Governing Board who will either investigate and decide upon the concerns raised or nominate someone on their behalf to do so. Once the Chair or their nominee is satisfied that, as far as is practicable, all the relevant facts have been established, they will inform the parents in writing of their decision and the reasons for it.

如果投诉是关于校长的，家长应将投诉提交给校董会主席，主席将调查并决定是否调查，或指派代表进行调查。一旦主席或其指定代表人在其可行范围内，认为已能确认事实，他们将以书面形式通知家长他们的决定及其理由。

## 6 Stage 3: Reference to the Complaints Panel 第三阶段：提交投诉给投诉委员会

- 6.1 We hope that any parent will judge that their complaint has been fully and fairly considered. If a parent is not satisfied, they may request in writing that their complaint be referred to the Complaints' Panel. The Complaints' Panel will investigate and a review the decision taken by the Principal at Stage 2. The Panel is not able to consider any new areas of complaint which have not been previously raised as part of the complaints procedure.

我们希望所有家长都能认为他们的投诉已被学校充分和公平地处理。如果家长不满意，可提交书面请求给投诉委员会。投诉委员会将调查并审查校长在第二阶段做出的决定。若在这个阶段中家长又提出新的投诉情况，投诉委员会将不会在这次投诉流程中一并处理，因为新的问题并未经过前序程序的处理。

- 6.2 The role of the Panel: The Panel's task is to establish the facts surrounding the complaints that have been made by considering:

投诉委员会的角色：投诉委员会的任务是通过以下方式确定该投诉相关的事实：

- 6.2.1 the documents provided by both parties and any others the panel considers relevant (including CCTV footage)

双方提供的资料、以及任何被认为相关各方提供的资料（包括监控录像）

- 6.2.2 information arising from the panel's meetings with the parents, the Principal and other staff the panel considers relevant.

委员会与家长、校长或其他被认为相关的人员的沟通中获得的信息

- 6.3 After due consideration of the established facts of the complaint and all facts they consider relevant, the Panel will make findings as to whether or not the Stage 2 decision was a reasonable one and decide whether to:

- a. dismiss the complaint(s) in whole or in part;
- b. uphold the complaint(s) in whole or in part; and
- c. make recommendations.

在充分考虑投诉的既定事实和他们认为相关的所有事实后，委员会将裁定第二阶段的决定是否合理，并决定是否：

- a. 全部或部分驳回投诉；
- b. 全部或部分支持投诉；并且
- c. 提出建议。

They will make these decisions on the balance of probabilities.  
他们将平衡可能性来做出这些决定。

6.4 It is not within the powers of the Panel to make any financial award, nor to impose sanctions on staff, students, or parents. The Panel may make recommendations on these or any other issues to the Principal or to the full Governing Body as appropriate.  
投诉委员会无权做出任何财务奖励，也无权对员工、学生或家长施加处分。评估委员会可以就这些或其他相关问题向校长或全体校董会提出建议。

6.5 Composition: The Complaints' Panel will be constituted of at least three people who were not directly involved in the matters detailed in the complaint, comprising School Governing Board members and, where practicable, an independent member who is independent of the governance, management and running of the school.  
**组成:** 投诉委员会将由至少三名未直接参与投诉中详细事项的人员组成，包括校董会成员，并在可行的情况下，包含一名独立于学校校董会、管理层和学校运营的独立成员。

6.6 Notification: To refer their complaint to the Complaints Panel, parents should write to the Clerk to the Governors within five working days of receipt of the Principal's decision. Requests will usually only be considered if the procedures for an informal (Stage 1) and then a formal complaint (Stage 2) have been completed. A copy of all relevant documents and the parents' full contact details should accompany the letter to the Clerk. The letter should also state all the grounds of the complaint and should include a list of the documents that the parents believe to be in the school's possession and that they wish the Panel to see. The Clerk will acknowledge the request in writing within five working days. Requests received during half terms or school holidays will be responded to as soon as practicable and in any case within five working days of the start of the new term or half term. If assistance is required, for example, because of a disability, the Clerk will be happy to make appropriate arrangements.

**通知:** 家长应在收到校长决定后的五个工作日内写信给校董会助理，以此将投诉提交给投诉委员会。请求通常只有在经过了非正式投诉（第一阶段）和正式投诉（第二阶段）的流程后才会被考虑。向校董会助理提交投诉时，家长应附上所有相关资料、并留下家长的完整联系方式。信中还应说明所有投诉的理由，并包括家长认为由学校持有并且希望委员会查看的资料清单。校董会助理将在五个工作日内以书面形式确认收到家长的请求。在学期中间或假期期间收到的请求，校董会助理将尽快确认收到，并且不迟于新学期或半学期开始后的五个工作日内确认。若需要帮助，例如由于残疾的原因，校董会助理将协助做出适当安排。

6.7 Convening the Panel: The Clerk to the Governors will convene the Complaints Panel as soon as reasonably practicable.  
召集投诉委员会：校董会助理将尽快召集投诉委员会成员。

6.8 The Panel Investigation: Once convened, the Panel will gather the information it considers relevant to the complaint and organize meetings with parents, the Principal and other staff that it might consider necessary. Parents should note that the Panel will not normally investigate during half terms or school holidays.  
**调查:** 一旦召集，投诉委员会将收集其认为与投诉相关的信息，并组织与家长、校长及其他可能相关的人员会谈。家长们请注意，委员会通常不会在学期中期或学校假期期间进行调查。

6.9 Attendance at Panel meetings: 出席投诉委员会会议

6.9.1 Parents may be accompanied by one other person such as a relative or friend. The meeting is not a legal proceeding and so legal representation is not necessary. Parents should inform the Clerk to the Governors prior to the meeting if this person is legally qualified and should note that the Panel will wish to speak to the parents directly and this person will not be permitted to act as an advocate.

家长可由一位亲属或朋友陪同出席投诉委员会会议。会议不是法律程序，因此不需要法律代表。家长应在会议前通知校董会助理该人是否具有法律背景，并应注意，委员会希望直接与家长交流，因此该陪同人员将不被允许作为辩护人。

- 6.9.2 The Principal may be accompanied by one other person such as a relative, friend or colleague. The meeting is not a legal proceeding and so legal representation is not necessary. The Principal should inform the Clerk to the Governors prior to the meeting if this person is legally qualified and should note that the Panel will wish to speak to the Principal directly and that this person will not be permitted to act as an advocate. The Panel has discretion as to who attends the hearing.

校长可由一位亲属、朋友或同事陪同出席投诉委员会会议。会议不是法律程序，因此不需要法律代表。校长应在会议前通知校董会助理该人是否具有法律资格，并应注意，委员会希望直接与校长交流，因此该陪同人员将不被允许作为辩护人。投诉委员会有权决定谁参加听证会。

- 6.9.3 The above protocol applies to other members of staff should they wish to be accompanied.  
上述协议适用于其他希望有人陪同的员工。

- 6.10 Documentation: Copies of additional documents that parents wish the Panel to consider should be sent to the Clerk at least three working days prior to their meeting.

**文件记录：**若家长有希望投诉委员会参考的补充资料，应在会议前至少三个工作日内发送给校董会助理。

- 6.11 Chair: The meetings will be chaired by one member of the Panel (chosen by themselves) and will be conducted in an informal manner.

**主席：**会议将由投诉委员会成员之一（由委员会自行选择）主持，并以非正式的方式进行。

- 6.12 Minutes: All present will be entitled, should they wish to do so, to write their own notes for reference purposes. The Clerk will be asked to take a handwritten minute of the proceedings.

**会议记录：**所有在场人员都有权利自己进行会议记录，以供参考。校董会助理将被要求手写会议记录。

- 6.13 Decision: Following the meetings (see above), and after due consideration of all the facts, the Panel will communicate its decision, findings and any recommendations in writing to the parents, the Principal and where relevant any person about whom the complaint has been made, within seven working days of the final meeting and within 25 days of receipt of the appeal request. Reasons for the decision will be given.

**决定：**在会议（见上文）之后，并在充分考虑所有事实后，委员会将在最终会议后的七个工作日内、以及在收到申诉请求后的二十五天内，以书面形式将其决定、调查结果和任何建议通知家长、校长以及相关的投诉对象。并同时提供决定的理由。

The decisions, findings and any recommendations will be made available for inspection on the school premises by the Governing Board and the Principal. The Chair of the School Governing Board will receive a copy.

校董会和校长可安排相关决定、调查结果和任何建议在学校场所内被查阅。学校董事会主席将收到一份副本。

- 6.14 Privacy: All meetings with the Complaints Panel are private. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to other parents, the press or other media.

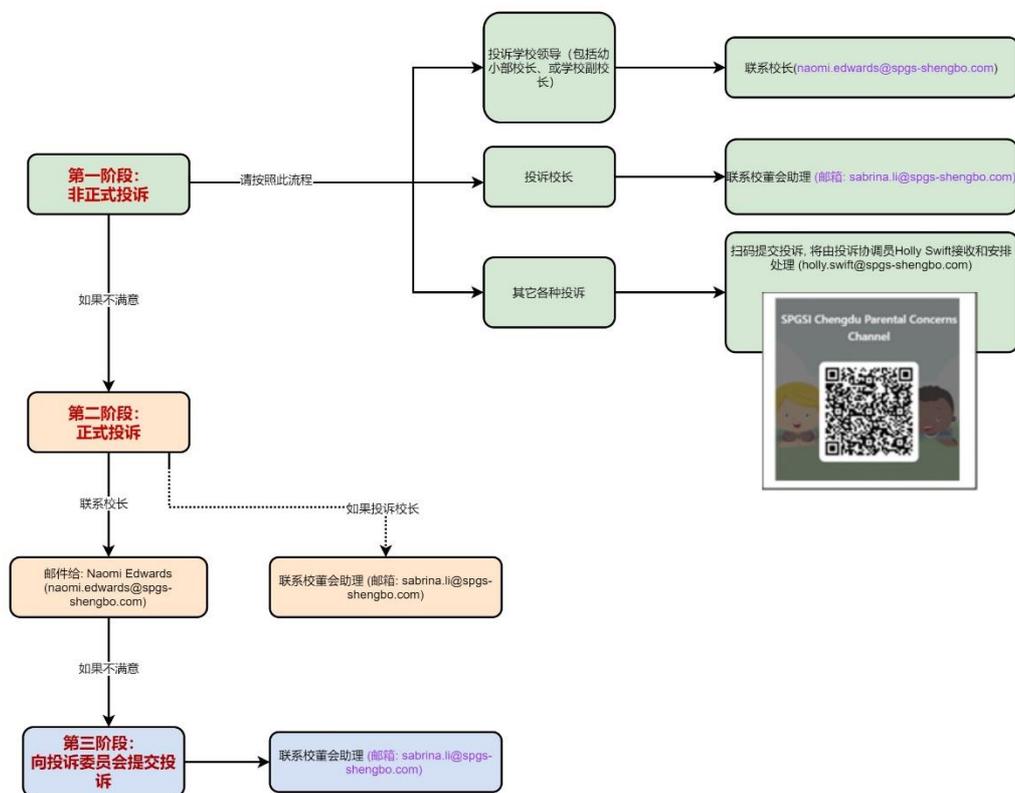
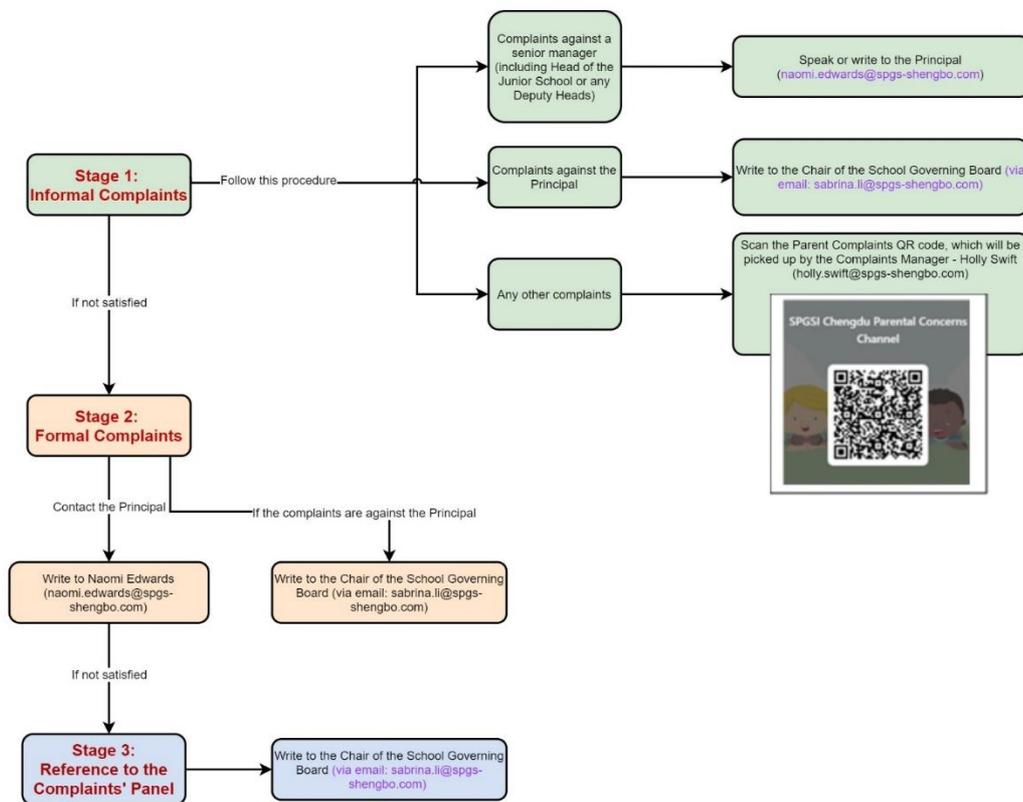
**隐私：**与投诉委员会进行的所有会议都具有私密性。关于在会议中讨论或由此产生的任何事项，不得直接或间接地向其他家长、媒体或其他媒体提供任何笔记、记录或口头陈述。

- 6.15 The completion of Stage 3 represents the conclusion of the school's complaints procedure.

完成第3阶段流程标志着学校投诉程序的结束。

- 7.1 A written record will be kept of all formal complaints, and of whether they are resolved at stage 2 or proceed to a panel hearing. The number of complaints registered under the formal procedure during the preceding school year are maintained and shared with interested parties.  
所有正式投诉均将被记录在册，并注明其是否在第二阶段解决或进入第三阶段投诉委员会。学校将记录在上个学年内通过正式投诉流程登记的投诉数量，并与相关人员共享。
- 7.2 Correspondence, statements and records relating to individual complaints will be kept confidential except where a government or other official body conducting an inspection requests access to them.  
与个人投诉相关的信件、声明和记录将被保密，除非进行检查的政府或其他官方机构请求查阅这些文件。
- 7.3 In accordance with data protection principles, details of individual complaints will be kept only for as long as is considered to be reasonably necessary in the circumstances.  
根据数据保护原则，个人投诉的详细信息将仅在合适的情况下、在合理必要的时间内保留。
- 7.4 All informal complaints are logged and reported (see Section 4.4-4.6 above) and more serious or persistent issues raised are analysed each term for any trends which might need addressing by the Senior Management Team and the Governing Board.  
所有非正式投诉都会被记录和报告（见上文第 4.4-4.6 节），每学期都会对其中更严重或持续的问题进行分析，以便学校高层管理团队和校董会发现问题趋势。
- 7.5 A written record will be kept of the action taken by the school as a result of any complaint that reaches stage 2, regardless of whether the complaint is upheld.  
对于进入到第二阶段的投诉，无论投诉是否成立，学校均会书面记录对其采取的行动。

## Appendix I - Complaints Procedure Flowchart 投诉流程



## **Appendix ii - Unreasonable Complaints, and Serial and Persistent Complainants 不合理的投诉，以及反复和持续的投诉者**

The School is committed to dealing with all complaints fairly and impartially and to finding a suitable and appropriate resolution wherever possible. We will not normally limit the contact parents have with the School. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

学校致力于公平和公正地处理所有投诉，并在可能的情况下找到合适和恰当的解决方案。我们通常不会限制家长与学校的联系。然而，我们不期望我们的员工容忍不可接受的行为，并将采取措施保护员工免受这种行为的影响，包括辱骂、冒犯或威胁行为。

The School defines serial and unreasonable complainants as ‘those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people’s complaints’.

学校将连续和无理的投诉者定义为“由于其与学校联系的频率或性质，妨碍我们处理他们的或其他人的投诉的人员”。

**A complaint may be regarded as unreasonable when the person making the complaint:**

以下情况将被视为不合理的投诉：

- **refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;**  
在提供帮助时候，仍拒绝阐明他们的投诉、或具体说明投诉的理由、或明确提出投诉所寻求的结果；
- **refuses to cooperate with the complaints investigation process while still wishing their complaint to be resolved;**  
拒绝配合投诉调查过程，同时仍希望他们的投诉得到解决
- **refuses to accept that certain issues are not within the scope of a complaints procedure;**  
拒绝接受某些问题不在投诉流程的范围内；
- **insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;**  
坚持以不符合投诉流程、或以违背良好实践的方式处理投诉；
- **introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;**  
引入琐碎或无关的信息，投诉人希望这些信息被参考并评论，或者提出大量详细但不重要的问题，并坚持要求这些问题得到全面回答，通常是立即回答并按照他们自己要求的回复时间。
- **makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;**  
对试图解决问题的员工提出无理投诉，并试图让他们被替换；
- **changes the basis of the complaint as the investigation proceeds;**  
随着调查的进行，改变投诉的依据；
- **repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);**  
反复提出相同的投诉（尽管之前的调查或回应已得出结论——认定该投诉没有根据或已得到解决）；
- **refuses to accept the findings of the investigation into that complaint where the school’s complaint procedure has been fully and properly implemented and completed;**  
拒绝接受对该投诉的调查结果，而该投诉流程已按照学校规定完全且正确地实施和完成；
- **seeks an unrealistic outcome;** 寻求一个不切实际的结果；

- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

在投诉处理期间，通过频繁、冗长、复杂和有压力的方式与工作人员进行当面、书面、电子邮件和电话联系，使得学校花费大量时间处理其投诉。

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- maliciously;
- aggressively;
- vexatiously;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information;
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

如果投诉人以以下方式提出投诉，不管是当面、电话、书面或电子方式提出，投诉也可能被认为是不合理：

- 恶意地；
- 侵略性地；
- 恼人地；
- 使用威胁、恐吓或暴力；
- 使用辱骂、冒犯或歧视性语言；
- 明明知道是虚假的；
- 使用虚假信息；
- 在各种媒体（例如社交媒体网站和报纸）上发布不可接受的信息。

Parents should limit the number of communications with the school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, telephone, email or text) as it could delay the outcome being reached.

在投诉处理期间，家长应节制其与学校的沟通次数。如果反复发送信件、电话、电子邮件或短信，这并没有帮助，因为这可能会延迟结果的达成。

Whenever possible, the Principal or Chair of the Governing Board will discuss any concerns with the parent informally before applying an 'unreasonable' judgement. If the behaviour continues the Principal will write to the parent explaining that his/her behaviour is unreasonable and asking him/her to change it. For parents who excessively contact the School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

在可能的情况下，校长或校董会主席会在做出“不合理投诉”的判断之前，先与家长进行非正式的讨论。如果这种行为持续下去，校长将写信给家长，解释他的行为是不合理的，并要求其改正。对于那些过度联系学校并造成重大干扰的家长，我们可能会在沟通中限定其沟通方式并限制联系次数。这种限制通常会在六个月后进行重新审核。

Where persistent attempts are made by a parent or parents to raise the same complaint after it has been considered at all three stages, this may be regarded by the School as vexatious and outside the scope of this procedure.

如果家长在已经历过三个阶段的投诉流程后，仍然反复尝试提出该投诉，学校可能会将其视为恶意行为，并不符合本政策的范围。

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the School.

针对任何严重的攻击或暴力事件，学校会将对此行为的担忧和采取的行动立即进行书面记录并通知警方。这可能包括禁止某人进入学校。