



AISL
HARROW

HAIKOU 哈罗海口

**POLICY FOR COMPLAINTS BY PARENTS OR
GUARDIANS**

家长或监护人投诉政策

Date effective from 生效日期	August 2020 2020 年 8 月
Date first approved 首次批准日期	August 2020 2020 年 8 月
Reviewed 审查日期	August 2024 2024 年 8 月
Next Review Date 下次审查日期	August 2025 2054 年 8 月

Educational Excellence for Life and Leadership

育以至善 • 卓以领航



Although the School is determined to provide a good high-quality service for pupils and their parents, there may be occasions where there is a cause for concern. In these circumstances, every effort will be made to resolve any difficulty as quickly as possible. However, it is far more likely that any difficulty will be resolved quickly and effectively if the structure of the complaints policy is followed. This policy applies to the whole of Harrow Haikou and is available to all parents, staff and pupils.

学校始终致力于为学生及其家长提供优质服务，但尽管如此，有时也会出现令人担忧的情况。在这种情况下，我们会尽一切努力尽快解决任何困难。然而，如果遵循《投诉政策》中的程序，任何问题都更有可能得到快速有效的解决。本政策适用于海口哈罗学校整体，所有家长、教职员工和学生均可查阅参考。

This policy does not replace or reduce in anyway the school's safeguarding policy or responsibility.

在任何情况下，本政策都不会取代或削弱学校的安全保护政策或责任。

Stage 1 - Informal Resolution

第一阶段——非正式解决方案

A satisfactory outcome should be reached, where possible, within three working days
如有可能，应在三个工作日内达成令人满意的结果。

If a parent, parents or a child's legal guardian has a complaint, they should contact their son's/daughter's class teacher or tutor. This individual can assess whether the matter is an academic one, to be passed to the Academic Leads in either school or a pastoral one with which they can deal, in consultation with the relevant House Master, Pastoral Lead in each school or the Head of School as needed. In most cases, we hope this would resolve the matter to the complainant's satisfaction.

如父母中的其中一方、父母双方或孩子的法定监护人需要投诉，他们应联系孩子的班主任或导师。该人员将评估该事件是属于学术问题或属于他们可以处理的关怀辅导问题。如属于学术问题，还应确认是否需要上报给学部的学术负责人；如属于关怀辅导方面的问题，还可咨询相关舍监、学部的德育负责人或学部校长。在大多数情况下，我们希望我们的处理方式能令家长满意。

If the complaint is about the individual to whom complaints should first be directed, contact should then be made to that individual's 'line manager' (for example if the complaint was about the class teacher, the relevant Pastoral Lead in each school should be contacted). If the complaint is specifically concerned with the conduct of the Headmaster, then the complaint should be made directly to the Chair of Governors, via the School's appointed Secretary to the Board of Governors (Ms Loy Xie - lxie@harrowhaikou.cn). A written record should be kept.



如果投诉首先针对的是某个员工，则应联系该员工的直属领导（例如，如果投诉针对的是班主任，则应联系所在学部的德育负责人）。如果投诉是针对学校校长的行为，则应通过学校指定的董事会秘书谢龙英女士（Loy Xie，电子邮箱地址 lxie@harrowhaikou.cn）直接向校董会主席投诉。书面记录应。

However, should the matter not be resolved within a reasonable timescale, or in the event that the School and the complainant fail to reach a satisfactory resolution, then the complainant may wish to proceed with their complaint in accordance with Stage 2 of this Procedure.

但是，如果问题未能在合理的时间内得到解决，或者学校与投诉人未能达成令人满意的解决方案，那么投诉人可能希望按照本政策的第二阶段程序继续进行投诉。

Stage 2 - Formal Resolution

第二阶段——正式解决方案

A satisfactory outcome should be reached, where possible, within twelve working days. 如有可能，应在 12 个工作日内达成令人满意的结果。

If the complaint cannot be resolved on an informal basis, then the complainant should put their complaint in writing to the Headmaster. He will then decide, after considering the complaint and consulting with staff, the appropriate course of action to take.

如果投诉不能通过非正式程序得到解决，则家长应将正式的书面投诉提交至校长处。然后，校长评估该投诉并与员工协商后，决定采取适当的行动。

The Headmaster, or a delegated representative, will meet the parent concerned to discuss the matter. A translator, if required, will be made available. If possible, a resolution will be reached at this stage. It may be necessary for the Headmaster to carry out further investigation. The Headmaster, or representative, will keep written records of all meetings and interviews held in relation to the complaint, which will also be made available for the complainant. Once the Headmaster is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the parent(s)/guardian will be informed of this decision in writing, and reasons for the decision given.

校长或其指定代表将会见相关家长讨论该问题。如有需要，将安排一名翻译人员。如果可能，在该阶段将达成一项正式决定。校长可能需要进行进一步的调查。校长或其指定代表将保存与此相关的所有会议和面谈的书面记录，投诉人也可以获取这些记录。一旦校长认为在可行范围内所有相关事实均已查明，就会做出决定，并以书面形式通知家长/监护人，同时说明做出决定的理由。

If the parent(s)/guardian is still not satisfied with the decision, they may proceed to Stage 3 of this procedure.

如果家长/监护人仍然对该决定不满意，他们可以进入本政策的第三阶段程序。



Where the complaint is directed specifically about the Headmaster or the delegated representative, the procedure will, by necessity, move to Stage 3. A written record will be kept, the date on which it was completed and the conclusion. These will be recorded on the Central Complaints Register, held by the School's appointed Secretary to the Board of Governors.

如果投诉是专门针对校长或其指定代表的，则必然会进入第三阶段程序。书面记录、完成日期和结论将予以保留。这些都将记录在《中央投诉登记簿》上，由学校指定的董事会秘书保管。

Stage 3 - Panel Hearing **第三阶段——听证会**

This should be organised, where possible, within fourteen working days.
如有可能，应在 14 个工作日内举行听证会。

If the complainant seeks to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Secretary to the Board of Governors who has been appointed by the Governors to call hearings of the Complaints Panel.

如果投诉人希望援引第三阶段程序（未能在早期达成解决方案后），他们将被转介至董事会秘书处，该秘书由董事会任命，负责召集关于投诉事项的听证会。

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, and with at least one member of the Panel who is unconnected with the day to day running of the School. This will usually be a member of the Board of Governors. Each of the Panel members shall be appointed by the Governors. The Secretary, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place.

此事将提交投诉委员会审议。该委员会将由至少三位不直接参与投诉事项的人员组成，其中至少有一位成员与学校的日常运营无关，该成员通常为董事会成员。投诉委员会的每位成员均应由董事会任命。然后，秘书将代表投诉委员会确认投诉事项并安排听证会。

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than two days before the hearing.

如投诉委员会认为有必要，可要求在听证会前提供申诉或任何有关事项的进一步详情。此类详情的副本应最迟于听证前两天提供给所有各方。

The parent(s)/guardian may be accompanied to the hearing by one other person. This may be a relative, teacher or friend, and a translator will be provided if necessary.

家长/监护人可由另一人陪同出席听证会。陪同人员可以是亲属、老师或朋友，必要时还会安排翻译人员。



If possible, the Panel will resolve the parent(s)/guardian's complaint without the need for further investigation.

如有可能，投诉委员会将解决家长/监护人的投诉，而无需进一步调查。

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make a ruling as soon as possible after the hearing. The decision of the Panel will be final. The Panel will write to all participants, including the complainants, informing them of the findings, any recommendations and the decision. These may also be sent in writing to the Board of Governors and, where appropriate, the person about whom the complaint has been made. A record of this will be kept by the Headmaster and it will be available for inspection by the Chairman of Governors.

如需进一步的调查，投诉委员会将决定调查的具体方式。在充分考虑他们认为有关联的所有事实之后，委员会将做出决定，并在听证会后尽快做出裁决。委员会的决定将是最终决定，并将致函包括投诉人在内的所有参与方，告知其调查结果、任何建议和决定。这些文件也会以书面形式发送给董事会，并酌情发送至被投诉人。校长将保存相关记录，董事会主席有权审查该记录。

The Senior Leadership Team in the School will monitor complaints and ensure that any trend is quickly identified and managed in the best interests of pupils.

学校的高层管理团队将对投诉事项进行监控，并确保能够迅速发现并处理任何态势，从而最大限度地保护学生的利益。

All complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential and subject to data protection regulations. The exception to this confidentiality is when governmental regulatory authorities insist on details of a case being made available to them.

所有投诉都将得到严肃和保密的处理。信件、陈述和记录将予以保密，并遵守数据保护规定。政府监管机构坚持要求向其提供案件详情时，则属于保密的例外情况。

A confidential Complaints Log is held by the Headmaster which outlines the nature and dates of all complaints received at stage 2 or above. In respect of each complaint received, and in line with policy, the Log also includes specific information as to:

校长将保留一份保密的《投诉纪录》，其中概述了所有收到的第二阶段或以上的投诉的性质和日期。根据政策规定，该记录还应包括每项投诉的具体信息，包括：

- a) whether the complaint was resolved following an informal or formal procedure, and whether matters proceeded to a panel hearing; and
投诉是按照非正式程序还是正式程序解决的，该事项是否经过了听证会审理；以及



b) the action that was taken by the School as a result of each complaint (regardless of whether it was upheld or not).

学校针对每次投诉而采取的行动（无论投诉是否成立）。