KTJ PRIMARY SECONDARY
KOLEJ TUANKU JA'AFAR

Parental Complaints Policy and Procedures

Date reviewed	Reviewer	Next review date
September 2026	CEO	September 2028

1. Introduction and Rationale

1.1 Kolej Tuanku Ja'afar has long prided itself on the quality of the teaching and pastoral care provided to its students. However, if parents have a complaint, they can expect it to be treated by the School under the procedures described below. Parents can rest assured that all complaints will be treated seriously and confidentially. A student will never be penalised for a complaint raised in good faith by their parents. Suggestions and comments from parents are always welcomed.

1.2 The procedure applies to past students if the complaint was initially raised when the student was still registered at the School, or if the complaint relates to a serious incident which occurred when the student was still registered at the School.

1.3 Parents are asked to inform the School of their complaint as soon as possible. It is very difficult for the School to properly investigate an incident or problem which took place some time ago. The complaint should be stated in writing, by email or in person.

1.4 KTJ has a three-stage process for complaints which is set out below.

1.5 The School will always try to resolve complaints quickly. Timescales for each stage of the process are set out below. Response times may exceed these timelines, especially outside of term time and depending on the complexity of the complaint received. The School reserves its right to act on and/or respond to complaints outside of the specified timelines set out below and will inform the parents if additional time is required.

1.6 With the exception of complaints relating to safeguarding and child protection, the School will not accept complaints made anonymously.

1.7 Appeals against exclusion are heard under a separate procedure, which is set out in the School's Exclusions Policy.

1.8 The Principal should not typically be the first port-of-call, if a parent has a concern or complaint.

2. Stage 1: Informal Resolution

2.1 It is hoped that most complaints will be resolved quickly and informally.

2.2 If parents have a complaint, they should normally contact their child's class teacher in the Primary School or Houseparent in the Secondary School. In many cases, the matter should be resolved

quickly by this means to the parents' satisfaction. If this member of staff cannot resolve the matter alone, it may be necessary to consult a member of the School Leadership Team.

2.3 Complaints made directly to a more senior member of staff will usually be referred to the relevant class teacher or Houseparent, unless the more senior member of staff deems it appropriate to deal with the matter personally.

2.4 Should the matter not be resolved (normally within **15 working days**) or in the event that the class teacher / Houseparent and the parent fail to reach a satisfactory resolution, then the parent will be advised to proceed with his/her concern in accordance with Stage 2 of this procedure.

3. Stage 2: Formal Resolution

3.1 If the complaint cannot be resolved on an informal basis or if parents believe that their complaint is sufficiently serious, they should put it in writing to the Principal. The Principal will decide, after considering and investigating the complaint, the appropriate course of action to take. It is important that at the start of this stage parents set out the nature of their complaint in full and outline any evidence upon which they intend to rely and the outcome they would like to achieve.

3.2 The Principal will contact the parents, normally within **15 working days** of receiving the complaint, to ensure the full nature of the complaint is understood and to set out the process which will be followed. The Principal may offer to meet with the parents at this stage to understand the matter further and/or to explore whether a resolution can be reached immediately.

3.3 It may be necessary for the Principal to carry out further investigations. The Principal will normally delegate responsibility for undertaking an investigation to another member of the School Leadership Team. Therefore, parents may be asked to meet with or speak to the investigator for a further discussion of the problem. The member of the School Leadership Team will carry out a full investigation of the complaint and may interview staff and students involved. A written record of all such meetings and interviews will be kept in relation to the complaint and the School reserves the right on whether to disclose such written records to any parties, including the parents.

3.4 Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision on the complaint will be made and parents will be informed of this decision in writing, normally within **15 working days** from the date of the conclusion of the investigations into the complaint. The Principal will give brief reasons for their decision.

3.5 If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

4. Complaints Against the Principal

4.1 If parents' complaint is about the Principal, they can refer it to the CEO, Dr. Glenn Moodie. They can contact him by email at glennmoodie@ktj.edu.my, stating clearly that they are making a complaint.

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Please note that general complaints about the School, or an everyday management decision the Principal has made, should be addressed to the Principal in the first instance and not to the CEO.

4.2 In the event that the complaint is about the Principal, the matter will be dealt with at Stage 2, following the procedures outlined above, but with the CEO taking the place of the Principal.

5. Stage 3: Panel Hearing

5.1 If the matter is still not resolved to the parents' satisfaction, they may wish to proceed to Stage 3 and ask for their complaint to be referred to a Complaints Panel for consideration. The appeal must be made in writing, stating that a request for a panel hearing is being made. The appeal should be addressed to the CEO and sent to him c/o Ms. Anne Soosay, Chief of Staff, at the school address or via email to annesoosay@ktj.edu.my. The appeal must be lodged within **10 working days** of the date of the School's decision made in accordance with the Stage 2 procedure.

5.2 Parents should provide a list of their complaints made against the School which they believe have not been resolved satisfactorily by the Stage 2 procedure. They should also state whether they wish to attend the hearing, or whether the panel may deal with the matter based only on written submissions.

5.3 The panel will consist of three persons not directly involved in the matters detailed in the complaint. The panel will normally consist of the CEO and two Trustees. Where the complaint is against the Principal, the panel will normally consist of three Trustees – the CEO will be ineligible due to his involvement in Stage 2. The Chief of Staff, on behalf of the panel, will schedule a hearing to take place as soon as practical and normally within **1 month** from the date when the appeal was lodged.

5.4 Parents may request to attend the hearing and be accompanied to the hearing by one other person. Parents may not be accompanied by a lawyer and/or a legally trained professional during the hearing. The Principal will also attend the hearing and may bring a colleague (normally the member of the School Leadership Team who has investigated the matter under Stage 2 above).

5.5 Prior to the start of the hearing, the panel will appoint a Chair to preside at the hearing. Decisions will normally be unanimous, but if unanimity cannot be reached, a simple majority will prevail. If there is an equality of votes, the Chair shall have the casting vote.

5.6 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 **5 days** prior to the hearing.

5.7 If possible, the panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the panel will decide how this should be carried out and the manner in which it shall be presented.

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5.8 After due consideration of all the facts the panel will reach a decision as to whether the complaint is justified and may make recommendations as to what action should be taken. If the panel's decision, and recommendations, are not made at the hearing, the decision and recommendations shall be made within **5 working days** of the hearing. The decision of the panel will be final.

5.9 The Chair of the panel will write to the complainant, and, where applicable, the person(s) complained about, of the panel's findings and recommendations, as soon as possible following the completion of the hearing and in any event within **10 working days** of it. Particulars of the complaint and the panel's decision upon it will be made available to the CEO, the Principal and the Board of Trustees, no later than the meeting of that body which next follows the hearing.

6. Complaints Made by Students

6.1 Complaints raised by students will be treated in the same manner as those raised by parents, following the procedures outlined above. However, the School would expect to involve parents in any complaint which reaches Stage 2 or Stage 3.

7. Treatment of Complaints

7.1 The School keeps records of all Stage 2 and Stage 3 complaints, including outcomes of the complaints and actions taken as a result of them. All complaints will be dealt with confidentially and, likewise, all correspondence and records will be confidential, except where a statutory body or a body conducting an inspection, requests access to them.

8. Related Policies

8.1 This policy should be read in conjunction with the following school policies:

- Safeguarding Policy
- Exclusions Policy.

9. Policy Review

9.1 This policy is reviewed regularly to ensure that it meets the needs of the School and its students and that it is in line with our vision, mission and values, as well as the CIS Code of Ethics. In undertaking this review, the School will seek input from relevant staff.