



## **CAYMAN PREP AND HIGH SCHOOL**

### **COMPLAINTS POLICY AND PROCEDURES**

#### **RATIONALE:**

Cayman Prep and High School and the United Church in Jamaica and the Cayman Islands (the owner of the School) are committed to dealing respectfully and appropriately with all grievances. Included in our core values in relationships are openness, integrity and treating everyone with dignity and respect. Courtesy and dialogue are clearly preferable to complaints, and we encourage stakeholders to talk with class teachers or other appropriate staff members to seek clarity and mutual understanding before issues escalate, even unintentionally. However, persons who believe they have not been treated appropriately or that any conditions, practices or policies at or of the School may be cause for concern are asked to bring the matter to the attention of the appropriate person/persons of the School or of the Church in the order listed below (i.e. starting at number 1). Such complaints should be in writing (including by e-mail), to help ensure the integrity and clarity of the grievance or complaint.

#### **POLICY:**

Should a complainant consider that the appropriate person named below has not adequately addressed the complaint, or it has not been dealt with in the timeframe set out below, or if the complaint directly concerns one of the persons identified below, then the complaint should be made or referred to the next appropriate person listed.

Within three working days of receiving the complaint a written or emailed acknowledgement (as appropriate) will be sent to the address provided for that purpose in the complaint. The appropriate person will complete the investigation and respond to the complaint in the time frame outlined. If a full response is not given within the time frame outlined of receipt of a complaint, the complainant may refer it to the next person listed in the order set out below, explaining the history to date. (Working days refer to working days during the academic year).

All concerns and complaints will be treated seriously and confidentially. For the avoidance of doubt, the term “Confidentially” in this policy applies as between the complainant and the School, which includes individual staff and Governors, where appropriate, on a need to know basis. The school reserves the right to not accept and investigate anonymous complaints. Where a teacher is at the centre of any complaint(s), he/she will be consulted as part of the investigation.

In the event that a written complaint is received by one of the persons outlined, without having first been made or referred to the correct person, the recipient will refer the complainant to the appropriate person.

#### **GUIDELINES:**

##### ACADEMIC/LEARNING & TEACHING/STUDENT WELFARE

Initial concerns, particularly if it pertains to a student should be made to the relevant teacher. If not satisfactorily addressed, then the procedures as outlined below should be strictly followed.

The persons to whom a written complaint should be made are as follows, *in the order listed*:

1. The Teacher or Tutor as applicable; (within 2 working days of receipt). **Note: For High School, if the matter is pastoral and not resolved it should go to the relevant Head of School.**
2. The Head of Faculty (High School) or the Year Group Leader (Primary School) as appropriate; (within 3 working days of receipt). **Note: For High School, if the matter is academic and not resolved it should go to the Principal.**
3. The Head of School - at Primary School this would be either the Deputy Principal; Head of Curriculum, Learning & Teaching or Head of Assessment, Inclusion and Professional Development; at High School this would be either the Head of Middle School, Head of Senior School or Head of Sixth Form (within 3 working days of receipt)
4. The Principal of the Primary School ([psprincipal@cayprep.edu.ky](mailto:psprincipal@cayprep.edu.ky)) or the Principal of the High School ([hsprincipal@cayprep.edu.ky](mailto:hsprincipal@cayprep.edu.ky)), as appropriate; (within 7 working days of receipt)
5. The Director of the School ([director@cayprep.edu.ky](mailto:director@cayprep.edu.ky)); (within 10 working days of receipt)
6. The Chairperson of the Board of Governors of the School ([chairman@cayprep.edu.ky](mailto:chairman@cayprep.edu.ky)); (within 15 working days of receipt)
7. The Regional Deputy General Secretary (RDGS) of the Cayman Islands Regional Mission Council of the United Church in Jamaica and the Cayman Islands ([rdgs@cicucjci.com](mailto:rdgs@cicucjci.com)). The Council's Executive Committee will address the complaint, with input from the Council's Vice-Chair for Schools and Institutions. (within 20 working days of receipt)

#### BUSINESS OPERATIONS

Concerns that relate to the Business operations of the school (e.g. school fees, commercial contracts, supply of goods and services, facilities) should be made in writing as follows:

1. The Business Manager ([businessmanager@cayprep.edu.ky](mailto:businessmanager@cayprep.edu.ky)); (within 7 working days of receipt)
2. The Director of the School ([director@cayprep.edu.ky](mailto:director@cayprep.edu.ky)); (within 10 working days of receipt)
3. The Chairperson of the Board of Governors of the School, ([chairman@cayprep.edu.ky](mailto:chairman@cayprep.edu.ky)); (within 15 working days of receipt)
4. The Regional Deputy General Secretary (RDGS) of the Cayman Islands Regional Mission Council of the United Church in Jamaica and the Cayman Islands ([rdgs@cicucjci.com](mailto:rdgs@cicucjci.com)). The Council's Executive Committee will address the complaint, with input from the Council's Vice-Chair for Schools and Institutions. (within 20 working days of receipt)

#### Addresses:

The mailing address for the persons above (with the exception of the Cayman Islands Regional Mission Council) is: P. O. Box 10013, Grand Cayman, KY1-1001

Email addresses which are not provided in the policy can be obtained by calling the School at 949-9115.

The mailing address for the Cayman Islands Regional Mission Council is: P. O. Box 1700, Grand Cayman KY1-1109.

**Guidance for concerns and complaints. Who should I contact? Follow the arrows**

