

Consultation (Complaint, Query) Procedures

~Steps to take in the event of a consultation (complaint)~

The Japanese Saturday School in London

I. Cooperation between parents/guardians and school

As this school is for one day a week, cooperation with family is essential. We ask for family support on home study as well as on children's welfare and school events. There might be times when you have worries and concerns about your child's education and life. Please do not hesitate to contact us if you have any concerns about our handling of school curriculum or problematic behaviour. We believe, in most cases, any worries, questions or even misunderstanding can be resolved by dialogue. We also believe that focusing on 'What is best for our pupils and students' will resolve problems and that it is fundamentally important for both school and family to stay calm and have a constructive discussion.

II. How consultations(complaints, queries) are dealt with

In line with advice from the MEXT, it is our policy to resolve any complaints within the school. A positive relationship between school and family creates the positive learning environment for pupils and students. We have a view that it is best for our children's education to resolve any issues with dialogue whenever possible. If you have any complaints about the education and school, please contact the class teacher in the first instance. If it is not appropriate, please contact the site principal. Depending on the nature of the complaint, we may ask for a written account. Please refer to III <<Step 3 – Formal Investigation >>.

III. Steps to deal with consultations(complaints, queries)

These are the steps to deal with any issues.

◇ **Step 1**

Please contact the class teacher. Depending on the nature of complaint, the site principal may join the meeting. (Step 2)

◇ **Step 2**

If the issue cannot be resolved with the class teacher, please contact the site principal. Your complaint is dealt with by the site.

◇ **Step 3**

If the issue cannot be resolved in Step 1 and 2, please contact the school principal in writing. The matter will be dealt with and answered by the school.

◇ **Step 4**

If you are not satisfied by Step 3, please contact a member of the Management Committee of the site.

◇ **Step 5**

If a resolution cannot be found in Step 4, it will be dealt with by the Management Committee or the Governing Committee.

<<Step 1 & 2 – Consultations(Complaints, Queries) by parents/guardians>>

1. In most cases, we will try to resolve the issue at this stage. Please contact the class teacher.

2. Your complaint will be dealt with immediately via an interview or telephone (in writing in some cases). Depending on the nature of the matter, the site principal may take over.
3. The school (the class teacher or the site principal) explains what happens next.
4. You are informed of the progress and a meeting is organized. If you are not satisfied with the explanation, you may ask for further investigation.
5. If an agreeable resolution is not found in the meeting, it will proceed to the next step.

<<Step 3 – Formal Investigation>>

If an agreement cannot be reached in Step 1 & 2, then it will proceed to Step 3. Complaints must be made in writing at this stage.

1. In principle, please submit a letter of complaint to the school principal. If your complaint concerns the school principal, please submit to the Management Committee.
2. The school will send the confirmation of receipt within one week.
3. In principle, the complaint will be dealt with within two weeks. If it is not possible, you will be notified of its reasons and the timing in writing.
4. To resolve the issue, we may ask you to attend a meeting to give further explanation. In that case, you may bring someone for supplementary explanation.
5. The School may also be accompanied by someone for supplementary explanation..
6. In case of bullying, the school will obtain accounts from eye-witnesses and related parties as necessary. Depending on the complaint, the children concerned may be interviewed and if necessary, other children who were nearby at the time of the incident may also be interviewed.
7. In principle, an interview with the concerned children will be accompanied by parents/guardians or the related parties. However, in case of an emergency or the children do not wish to be accompanied, it will be an exception. In that case, anyone they wish to be accompanied by may attend the interview.
8. The school will keep the investigation report on file.
9. After confirming all the facts and the matter being fully investigated, the school writes to you. In the report, the final judgment and its reasons are stated. In order to maintain the positive relationship between the school and family, you may be requested to attend a meeting to discuss the outcome of the investigation.

<<Step 4 & 5 – Investigation by the Governing Committee>>

If you are not satisfied by Step 3, they may make an enquiry to a member of the Management Committee. Depending on the situation, you may request to make a statement in front of the Governing Committee. This is the final formal step that can be taken at our school. The Governing Committee is formed with members of the School Management Committee, the school principal, parents/guardians as well as external 3rd parties.

1. If you are not satisfied with the outcome of the investigation by Step 3, they must submit a request for investigation to the Governing Committee.
2. The Governing Committee will send the confirmation of receipt within one week.
3. In principle, the complaint will be dealt with within one month. If it is not possible, you will be notified of its reasons and the timing in writing.
4. In order to find a resolution, you may be requested to attend a meeting. You may be accompanied by

someone for supplementary explanation.

5. The school may also be accompanied by someone for supplementary explanation.
6. The Governing Committee may talk to eyewitnesses as necessary and take statements from the related parties. If the complaint concerns pupils/students, we may talk to the children concerned and if necessary, other children who were nearby at the time of the incident may also be interviewed. .
7. In principle, an interview with children will be accompanied by parents/guardians or the related parties. However, in case of an emergency or the children concerned do not wish to be accompanied, it will be an exception. In that case, anyone they wish to be accompanied by may attend the interview.
8. The Governing Committee will keep the investigation report on file.
9. After confirming all the facts and the matter being fully investigated, the Governing Committee reports the outcome of the investigation in writing. In the investigation report, the Committee's final judgment and its reasons are stated.

Terminating the Investigation of consultations (complaints, queries)

No effort will be spared to resolve any issues arisen. However, the final outcome may not be what you wish for. In some cases, no agreement may be reached.

If complaints to the school and the Governing Committee continue, it can take up a significant amount of time and effort, which may result in disrupting educational activities and having negative impact on other children.

For this reason, the school and the Governing Committee keep the right to terminate any correspondence, e.g. meetings, letters, mails and telephone calls.

*Any information on complaints are strictly confidential.

*Any correspondence in writing should be sent to:

Japanese Saturday School in London 87 Creffield Road, Acton, London, W3 9PU

The School Governing Committee 87 Creffield Road, Acton, London, W3 9PU