



BRITANNIA

INTERNATIONAL ACADEMY®

Complaints Policy

Purpose

Britannia International Academy® is committed to maintaining a positive, respectful, and supportive learning environment for students, parents, staff, and the wider school community.

The purpose of this Complaints Policy is to provide a clear, fair, and transparent procedure for addressing concerns or complaints in a timely and professional manner.

The school values feedback and recognises that concerns and complaints can provide opportunities for reflection, improvement, and strengthened communication.

Principles

All complaints and concerns will be managed in accordance with the following principles:

Fairness

All parties involved will be treated fairly, respectfully, and without discrimination throughout the complaints process.

Confidentiality

Complaints will be handled sensitively and confidentially, with information shared only with those **directly involved in resolving the matter.**

Timely Response

Britannia International Academy® aims to address concerns and complaints promptly and efficiently to minimise disruption and ensure appropriate resolution.



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Bartle House, Oxford Court,
Manchester, England, M2 3WQ



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Transparency

The school is committed to maintaining a clear and transparent complaints process with open communication and documented procedures.

Scope of the Policy

This policy applies to complaints relating to:

- Academic matters
- Student welfare and wellbeing
- Teaching and learning
- Staff conduct
- Online learning and digital platforms
- School administration and communication
- Safeguarding concerns
- School policies and procedures

This policy applies to students, parents/guardians, staff, and other members of the school community.



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Complaints Procedure

Stage 1 – Informal Resolution

Where possible, concerns should first be discussed informally with the relevant teacher, staff member, or department representative.

The school encourages open communication and early resolution of issues wherever appropriate.

At this stage:

- The concern will be listened to carefully
- Relevant information will be gathered
- Staff will aim to resolve the issue promptly and professionally

Many concerns can be resolved successfully through informal discussion and clarification.

Stage 2 – Formal Complaint

If the issue is not resolved informally, a formal written complaint may be submitted to school management.

The written complaint should include:

- The nature of the complaint
- Relevant dates and details
- Any supporting information or evidence
- The desired outcome or resolution

The school will acknowledge receipt of the complaint and begin a formal review process.



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Stage 3 – Review by Senior Leadership

A formal review of the complaint will be conducted by senior leadership.

This may include:

- Meetings with relevant parties
- Review of documentation and evidence
- Consultation with staff or external professionals where appropriate
- Consideration of school policies and procedures

Britannia International Academy® will aim to conduct the review fairly, objectively, and professionally.

Stage 4 – Final Decision

Following the review process, a final written response will be issued.

The response may include:

- Findings from the review
- Actions taken or recommendations
- Any further steps or outcomes

The decision of senior leadership will normally be considered final within the school's internal complaints process.



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Record Keeping

The school will maintain appropriate records of formal complaints, investigations, actions taken, and outcomes in accordance with confidentiality and data protection requirements.

Digital Learning and Online Communication

As Britannia International Academy® delivers teaching through the ClassIn online learning platform, complaints relating to digital learning, online conduct, communication, or technical issues will also be managed under this policy.

The school is committed to maintaining safe, respectful, and professional online learning environments.

Monitoring and Review

This Complaints Policy will be reviewed regularly by senior leadership to ensure continued effectiveness, fairness, and alignment with school standards, safeguarding requirements, and Cambridge International expectations.

Britannia International Academy® is committed to promoting positive relationships, open communication, and a supportive educational environment for all members of the school community.



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