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## **School Complaints Policy**

### **At West End Primary School**

- 1 We value good home/school relations and will, do everything we can to establish and maintain them.
- 2 We will treat all complaints seriously and expect parents and other complainants to behave respectfully towards all members of the school community
- 3 We agree with and support the Department of Education Services' (DES) belief that parental concerns and complaints should be dealt with at school level wherever possible.

### **Complaints Procedure**

#### **Stage 1 –Initial contact with the school**

1. The first point of contact for any complaint should be your child's class/home room tutor and once your complaint is made known to us, we will contact you as soon as possible.
2. Any actions that have been agreed will be communicated to you within five (5) working days, except in cases where there are extenuating circumstances.
3. If you are still not satisfied with the outcome at stage one, you may decide to follow Stage 2 procedures.

**Written complaints at Stages 2 and 3**, - These stages in our procedures deal with formal written complaints. A complaint form is available from the school's front office or can be accessed online at [www.education.gov.ky](http://www.education.gov.ky).

#### **Stage 2 – Investigation by the School Principal**

- 1 Your written complaint should be addressed to the Principal.
- 2 Once all of the relevant facts have been established, a written response will be sent to you within (5) working days, except in cases where there are extenuating circumstances. You will be invited to discuss the outcome.

#### **Stage 3 – Investigation by the Senior School Improvement Officer**

1. If Stages 1 and 2 of the complaints procedure have been completed and you are still dissatisfied, you may request that the Senior School Improvement Officer undertakes a review of the complaint. In this case please complete the complaints form and leave at the school desk, addressing it for the attention of the Senior School Improvement Officer.
2. If your complaint concerns the Principal, please address the complaints form to the Senior School Improvement Officer, who will deal with the matter

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3. Stage 3 of the complaints procedure may also be initiated if the Principal feels that the complaint warrants the involvement of the Senior School Improvement Officer.
4. Once all of the relevant facts have been established, a written response will be sent to you within (5) working days, except in cases where there are extenuating circumstances. You will be invited to discuss the outcome.
5. If you are still not satisfied you may decide to follow Stage 4 procedures.

#### **Stage 4 – Department of Education (DES investigation).**

1. First, contact the DES Senior Customer Services Manager (SCSM), who will arrange a meeting with you within five (5) working days, except in cases where there are extenuating circumstances
2. The SCSM will then consider the complaint and, after making appropriate investigations, will decide on the action to be taken.
3. The SCSM will send you and the Principal a letter outlining the decision. The letter will also explain that you may have the complaint reviewed at Stage 5 by the Ministry of Education.

#### **Stage 5 - Review by the Ministry of Education**

1. If Stages 1, 2, 3 and 4 of the complaints procedure have been completed and you are still dissatisfied, you may request that the Chief Education Officer initiates a Ministry of Education review. You will then be instructed to submit a written request to the Ministry of Education, giving full details of your complaint including correspondence between yourself, the school and DES.
2. The purpose of the Ministry of Education review is to establish whether the DES and the SCSM have ensured that reasonable procedures have been followed and that the complainant has been treated fairly.
3. The Ministry of Education investigating officer will carry out a review of the case and contact you within five (5) working days, except in cases where there are extenuating circumstances.
4. **If you address your complaint to the Ministry of Education without first having completed Stages 1, 2, 3 and 4, you will be referred back to the school or DES.**

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**Useful Contacts**

<b>School:</b> West End Primary School	10 ABC West End Road, West End, Cayman Brac, P.O. Box 104, KY2-2001	+1 (345) 948-1425 <a href="mailto:info@weps.edu.ky">info@weps.edu.ky</a>
<b>School Principal:</b> Mr. Paul Samuel	10 ABC West End Road, West End, Cayman Brac, P.O. Box 104, KY2-2001	+1 (345) 916-2698 <a href="mailto:psamuel@weps.edu.ky">psamuel@weps.edu.ky</a>
<b>Senior School Improvement Officer:</b> Mr. Adrian Jones	28 E Student Drive Creek Cayman Brac P.O. Box 24, KY2-2301	+1 (345) 938-2371 <a href="mailto:adrian.jones@gov.ky">adrian.jones@gov.ky</a>
<b>DES Customer Services Manager:</b> Ms. Gloria Bell	DES, 130, Thomas Russell Way, Box 910, Grand Cayman. KY1-1103,	+1 (345) 926-9727 <a href="mailto:gloria.bell@gov.ky">gloria.bell@gov.ky</a>
<b>The Chief Officer:</b> Ministry of Education, Employment and Gender Affairs	Government Administration Building, Box 108, 113 Elgin Avenue, Grand Cayman. KY1-9000	+1 (345) 244-2417 <a href="mailto:education@gov.ky">education@gov.ky</a>

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**DEPARTMENT OF  
EDUCATION SERVICES**  
CAYMAN ISLANDS GOVERNMENT

Department of Education Services  
130 Thomas Russell Way,  
P.O. Box 910, Grand Cayman,  
KY1-1103, CAYMAN ISLANDS  
t. (345) 945-1199 f. (345) 945-1457  
[www.education.gov.ky](http://www.education.gov.ky)

**West End Primary School Complaint Form**

**Please indicate below who you would like to consider the complaint:**

**For the Attention of the School Principal**

**For the Attention of the Senior School Improvement Officer.**

**Your name:**

**Student's name:**

**Your relationship to the Student:**

**Address:**

**PO Box:**

**Day time telephone number:**

**Evening telephone number:**

**E-Mail Contact:**

**Please give details of your complaint.**

**(What is the nature/ extent of the problem? How has this impacted you or other persons?)**

**What action, if any, have you already taken to resolve your complaint?  
(Who did you speak to, and what was the response?)**

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**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**OFFICIAL USE ONLY**

**Acknowledgement sent by:**

**Date:**

**Complaint referred to:**

**Date:**

**Notes:**



CAYMAN ISLANDS  
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## What if I have a complaint about education-related matters in Cayman Islands Government schools?

