



Written Appeals & Complaints Policy

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Approval Date:	01-AUG-2025	Approved By:	Charity Kamau
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Title:	Principal	Department:	Academic Affairs

Purpose / Objective

Explains why the policy exists and the problem it addresses or goal it aims to achieve.

The goal of the policy is to:

- Uphold the rights of all stakeholders to express dissatisfaction or appeal decisions.
- Foster trust in the school's leadership and procedures by providing a structured response framework.
- Resolve issues in a timely and constructive manner, minimizing disruption to teaching and learning.
- Encourage open communication while discouraging unfounded or malicious complaints.

Scope

Defines who the policy applies to (e.g., staff, students, parents) and when or where it applies.

This policy applies to all members of the school community, including:

- **Students** – who wish to submit appeals regarding academic decisions, disciplinary actions, or other school-related matters.
- **Parents or Guardians** – who wish to raise concerns or complaints about school decisions, services, staff conduct, or student welfare.
- **Teaching and Non-Teaching Staff** – who may raise professional or workplace concerns that fall outside of formal grievance procedures.

Policy Statement

The core rules or principles of the policy. Outlines what is allowed, required, or prohibited.

1. Right to Be Heard

All members of the school community have the right to submit a written complaint or appeal without fear of retaliation or bias.

2. Respectful Communication

Submissions must be respectful, factual, and free from offensive, threatening, or defamatory language.

Malicious or knowingly false complaints are prohibited and may lead to disciplinary action.

3. Timeliness

Appeals and complaints should be submitted within 10–15 working days of the incident or decision, unless exceptional circumstances apply.

4. Confidentiality

All written complaints and appeals will be handled with discretion. Only those directly involved in investigating or resolving the matter will have access to the details.

Definitions

Explains key terms used in the policy to ensure clarity and avoid misinterpretation.

1. Appeal:

A formal request to review or reconsider a decision made by the school, such as academic grading, disciplinary action, or administrative decisions.

2. Complaint:

A written expression of dissatisfaction or concern about a service, action, decision, or behavior by a staff member, student, or the school as an institution.

3. Complainant:

The individual (student, parent/guardian, or staff member) who submits the written complaint or appeal.

4. Respondent:

The individual(s) or department whose decision, action, or conduct is the subject of the complaint or appeal.

5. Resolution:

The outcome or action taken in response to the complaint or appeal.

6. Malicious Complaint:

A complaint made with the intent to harm, mislead, or damage the reputation of another without basis in fact.

Roles and Responsibilities

Specifies who is responsible for implementing, enforcing, or reviewing the policy.

Role	Responsibility
School Principal / Headteacher	<ul style="list-style-type: none">Has overall responsibility for ensuring the fair and consistent application of the policy.Oversees the appeals and complaints process and intervenes in complex or unresolved cases.Ensures decisions are communicated in a timely and respectful manner.
Complaints/Appeals Coordinator (if applicable)	<ul style="list-style-type: none">Receives, logs, and tracks formal written complaints and appeals.Ensures correct procedures are followed and deadlines are met.Acts as the liaison between parties involved in the complaint or appeal.
Heads of Department / Class Teachers	<ul style="list-style-type: none">Address concerns at the informal or early resolution stage, where appropriate.Cooperate with investigations and provide requested documentation or responses.

School Board or Governing Body	<ul style="list-style-type: none">• Reviews escalated or unresolved complaints where impartial oversight is required.• Conducts regular reviews of the policy's effectiveness and approves necessary revisions.
Parents, Guardians, Students, and Staff	<ul style="list-style-type: none">• Responsible for submitting concerns in writing through appropriate channels.• Expected to participate in the process respectfully and constructively.

Procedures / Implementation Guidelines

Step-by-step instructions for how the policy will be put into practice.

Before submitting a formal complaint or appeal, the complainant (student, parent, or staff) is encouraged to raise the issue informally with the relevant teacher, staff member, or Head of Department. Many concerns can be resolved quickly through open dialogue. These are the steps:

1. Submit Written Complaint or Appeal

Submit a written complaint/appeal via email, letter, or designated school form.

Include:

- Full name and contact details
- Description of the issue
- Dates and relevant facts
- Names of persons involved (if applicable)
- Desired resolution or outcome

2. Acknowledgment of Receipt

The school will acknowledge receipt of the written complaint or appeal within 3 working days.

The matter will be logged and assigned to the appropriate individual or panel for review.

3. Initial Review and Investigation

An appointed staff member will investigate the matter.

This may involve gathering documents, interviewing relevant parties, and reviewing prior decisions.

All parties will be treated respectfully and given a chance to respond.

4. Decision and Communication

A written response outlining the findings and the decision will be provided within 10 working days, or the complainant will be informed of any delay and given a revised timeline.

5. Right to Appeal (if applicable)

If dissatisfied with the outcome, the complainant may appeal to a higher authority, such as the School Principal or Board of Governors.

The appeal must be submitted within 5 working days of receiving the decision and must clearly state the grounds (e.g., procedural error, new evidence, unfair outcome).

6. Final Review and Closure

The appeal will be reviewed by an impartial senior administrator or designated panel.

A final written decision will be issued, and the case will be formally closed.

Compliance and Enforcement

Outlines how adherence will be monitored and what happens in case of non-compliance.

Failure to follow the policy procedures may result in:

- For Staff:
 - Internal review and, if necessary, disciplinary action according to the school's code of conduct.
 - Mandatory retraining on complaint-handling procedures.
- For Students:
 - Coaching or behavioral guidance sessions, especially in cases of repeated or malicious misuse of the process.
 - Disciplinary action if the complaint process is intentionally misused to harass or harm others.
- For Parents or Guardians:
 - A formal warning if the process is used inappropriately (e.g., hostile, defamatory, or unfounded complaints).

Related Documents / References

Lists other policies, laws, or documents that relate to or support the policy.

- Kenya Basic Education Act
 - Children's Act (Kenya)
 - Teachers Service Commission (TSC) Code of Conduct and Ethics
 - Relevant Ministry of Education Guidelines
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