

Complaint Procedure

SPAIS SPSRA Ili29.63 Tm0 g0 G(S)2

1 Introduction

- 1.1 For the purpose of this procedure, the definition of the term 'parent' is as follows:
A person who has parental responsibility (i.e., legal responsibility for the Child) and is entitled to receive relevant information concerning the Child.
- 1.2 We take great care with the quality of the teaching and pastoral care provided to our pupils. However, if parents wish to make a complaint, they can expect the following procedure to apply.
- 1.3 This policy is applicable to all pupils, including those in the Early Years Foundation Stage.
- 1.4 This procedure has two sections, as detailed below:
Section A: General Complaints
Section B: Complaints about the Head of School or management of the school
- 1.5 For the purposes of this procedure, 'working days' shall mean working days during school term time. In the event of a complaint arising during the school holidays, wherever possible the same time periods will be maintained as during term time. However, the member of staff who is investigating the complaint will need to ascertain the exact time required to secure the necessary information and, if there is the need to go beyond this time scale, will inform the parents accordingly in writing.

2 Section A:

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- 2.1.5 A written record of all Stage 1 complaints will be kept (regardless of whether they are upheld) by the school and this will include the date on which the complaint was received, the action taken and the outcome.
- 2.1.6 Should the matter not be resolved at Stage 1, despite the school's best efforts, then the parents are able to proceed with their complaint in accordance with Stage 2 of this procedure and must inform the Headteacher/Principal in writing within 5 working days of receipt of the decision in Stage 1.

2.2 Stage 2 – Formal Resolution

- 2.2.1 If it has not been possible to resolve the complaint at Stage 1, then the parents should put their complaint in writing to the Head/Principal. The Head/Principal will decide, after considering the complaint, the appropriate course of action to take including the person to take the lead in any investigation.
- 2.2.2 The Head/Principal will respond to parents within seven working days indicating how the school proposes to proceed.

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- 3.3.4 If the Chair of the Complaints Panel deems it necessary, s/he may require that further particulars of the complaint and any relevant documents or records be supplied in advance of the panel meeting.
- 3.3.5 The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is not permitted. Recordings of hearings are not permitted.
- 3.3.6 If possible, the Complaints Panel will resolve the parents' complaint immediately without need for further investigation.
- 3.3.7 A written record of the proceedings will be taken.
- 3.3.8 After due consideration of all facts considered relevant, the Panel will reach a decision and make recommendations in response to the complaint, which shall be shared with the complainant(s) within 10 working days of the hearing. The Chair of the Panel will write to the parents informing them of their decision in relation to the complaint and the reasoning for this decision.
- 3.3.9 The Panel's findings and recommendations will be sent in writing to the complainant and the Head/Principal. A copy of any complaint and findings/recommendations will be held confidentially and made available for inspection in the school by the proprietor and by inspectors on request.
- 3.3.10 After this decision has been communicated in writing, the complaints procedure has now been exhausted.
- 3.3.11 The decision of the Complaints Panel is final.

4 Early Years

- 4.1 This policy is compliant with the requirements of the Statutory Framework for the Early Years Foundation Stage.

5 Complaints in relation to a pupil who has left the school.

- 5.1 A formal complaint cannot be raised in relation to a pupil who has left the school, unless the issue was first raised when the pupil was on roll.

6 Vexatious Complaints

- 6.1 There may be exceptional occasions when, despite the following of all stages of the procedure, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, Cognita reserves the right to inform the complainant in writing that the procedure has been exhausted and that the matter is now closed. Where a complainant seeks to raise a subsequent complaint matter which is otherwise different to the original complaint at Stage 3, this matter in itself would be treated as a Stage 1 complaint.

7 Recording of Complaints

- 7.1 All complaints which have reached Stages 2 or 3 are duly recorded in the School Complaint Register, including the outcome of the individual complaint and any actions taken as a result. The stage at which the complaint is concluded is recorded.

8 Confidentiality

8.1 Parents can be assured that all concerns and complaints will be treated seriously and

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