



Complaints Procedures for Parents and Guardians

This is a whole school policy which includes the EYFS.

General Guidelines and Principles

King's Infant School prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this procedure.

Any matter about which a parent of a pupil is unhappy and seeks action by the school is a complaint. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Complainants will not suffer as a result of a complaint.

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally by discussion with staff at the school; more difficult or complex concerns may take more than one discussion.

If parents have a complaint, they should normally contact their child's Class Teacher. In most cases (except during the school holiday periods) the Class Teacher will meet/speak to the parents concerned, normally within 2 days of receiving a complaint to discuss the matter. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Class Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the Head of Key Stage.

Should the matter not be resolved within 10 days or in the event that the Class Teacher and parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headteacher. The complaint will be acknowledged normally within 2 working days of receipt. The Headteacher will carry out an investigation and respond to the complainant normally within 14 days following the acknowledgement.

The Headteacher may request to meet the complainant to gain further information relevant to the complaint. Statements from witnesses will be collected where necessary. When all the relevant facts have been established, the Headteacher may either call a meeting with the complainant and provide a verbal response, or produce a written response to the complainant, as considered appropriate.

The Headteacher will keep written records of all meetings and interviews held in relation to the complaint.

If the complaint is not resolved, the complainant will be given the option to move to Stage 3.



Stage 3 – Panel Hearing

If parents are not satisfied with the response to the complaint arising from the former two stages, parents should write to:

CEO
King's Group
Avda Pio XII 92
28036 Madrid (Spain)

The CEO will acknowledge the receipt of the complaint normally within 5 working days.

A panel consisting of at least three people not directly involved in matters detailed in the complaint, will be convened to hear the complaint. One of the panel members will be independent of the management and running of the school.

The CEO will schedule a meeting with the Panel to take place as soon as practicable and normally within 28 days of receipt of the complaint.

Parents may be accompanied to this meeting by their child, and one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. Details of this person should be supplied to the CEO not later than 3 days prior to the hearing.

If possible, the Panel will resolve the parents' complaint immediately, without the need for further investigation. Where further investigation is required, the Panel will decide how to carry out the investigation. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 10 working days of the Hearing. The Panel will write to the parents, and where relevant, the person complained about, informing them of its decision, the reasons for it, and, where relevant, any recommendations. A copy of these findings and recommendations will be kept in the Official Complaints Folder in the Head teacher's Office and will be available for inspection by the Chairman of the King's Group.

The decision of the Panel will be final in that there will be no further right to appeal or further hearing within the School's procedure.

Recording Complaints

A written record is kept in the Official Complaints Folder in the Headteacher's Office of all complaints made in writing under the formal part of this procedure. A record is held of whether the complaint has been resolved at the formal stage or proceeded to a panel hearing, and any action taken by the school as a result of the complaint regardless of whether it is upheld. The school also keeps a record of informal complaints in order to enable patterns of concern to be monitored. Complaints will be kept for a minimum of 3 years or as long as deemed necessary.

Confidentiality



King's Infant School
The British School of Madrid
Chamartin

Correspondence, statements and records relating to individual complaints will be kept confidential except where a body conducting an inspection under School 162A of the 2002 Act requests access to them; or where any other legal obligation prevails.

If the complaint is about the Headteacher then the Chairman of the Board will be informed and the parents will be asked to send their complaint in writing to the CEO of the King's Group.

EYFS

If any parent of a child in the EYFS has concerns which relate to pupil welfare or child protection issues and they do not feel that these have been addressed by the school they may contact ISI via the details below. Written complaints about the fulfilment of the EYFS requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days. The record of complaints must be made available to ISI on request.

ISI

Parents can seek advice from or make their complaint in writing to ISI (Independent Schools' Inspectorate) if they are not satisfied with the School's own process at the following address:

ISI, First Floor, CAP House, 9-12 Long Lane, London EC1A 9HA

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