



LAUDE

SAN PEDRO
INTERNATIONAL COLLEGE

Complaints Policy

August 2020

Laude San Pedro International College

Contact details		
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Academic Heads		
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1.0 Introduction

At Laude San Pedro we want all members of our community to have a shared understanding of our vision, values, standards, policies and procedures so that we can all work towards creating a positive and ambitious learning environment for the pupils in our care.

2.0 Rationale

All schools should aim to work collaboratively in partnership with parents. However, it is recognized that there are times when there will be issues that are not resolved to the satisfaction of parents and that they will wish to make a complaint. If parents or pupils do have a complaint, the school will treat it in accordance with the policy and procedures detailed below. Responding to complaints will be given the highest priority by the school and will be dealt with comprehensively.

3.0 Stage 1 – Informal resolution

We hope that most concerns and complaints will be resolved quickly and informally. If parents have a concern they should normally contact their child's class/form teacher. In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the class/form teacher cannot resolve the matter alone, it may be necessary for them to consult the appropriate Academic Head.

Complaints made directly to the Academic Head will usually be referred to the relevant Class/Form teacher or Head of Subject/Key Stage, unless the Head deems it appropriate to deal with the matter personally.

The class/form teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within 3 days and a response provided within 5 working days. If a response cannot be provided within that time, or in the event that the form teacher and the parent fail to reach a satisfactory resolution then

parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure.

4.0 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 Academic Head. The Academic Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Academic Head will meet with the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Academic Head to carry out further investigations, in which case a definitive answer will be given within 10 further working days.

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

Once the Academic Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Academic Head will also give reasons for his/her decision. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this Procedure.

5.0 Stage 3 – Principal Review

If the parents are not satisfied following Stage 2 they should contact the School Principal in writing and set out their reasons for their complaint and the outcome of stage 2.

The Principal will undertake a full review of the paperwork and basis for the complaint. The Principal will either notify or meet the family and set out the decision regarding the complaint resolution. If the family are not satisfied they can move onto stage 4

6.0 Stage 4 - Review Panel Hearing

If parents seek to invoke Stage 4 (following a failure to reach an earlier resolution), they will be referred to the Deputy Regional Managing Director of International Schools Partnership, who will call a hearing of the Complaints Panel.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of the of the Deputy Regional Managing Director of International Schools Partnership, or his nominated representative, the Principal of the school and an independent panel member not involved in the management or running of the school, who may be a Head of another school within the Partnership.

The Deputy Regional Managing Director on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than three days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation is not accepted in these meetings.

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 it should proceed. After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations. The Panel will write to the parents informing them of its decision and the reasons for it.

The Panel's findings and recommendation will be sent in writing to the parents, the Principal and, where relevant, the person regarding whom the complaint was made.

7.0 Recording of Complaints

All complaints, and the outcome of the individual complaint, are duly recorded in the Complaints Register. The stage at which the complaint is concluded, whether at the preliminary stage or the final stage of a Panel Hearing, is appropriately noted.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of the School's Inspection, or where any other legal obligation prevails.

8.0 Interpretation

In this policy the term "senior manager" means a School Principal, Head and their designated deputies.

The school is owned by International Schools Partnership Services Limited,

The office is:

101 Wigmore Street

London

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9.0 Policy Tracker

Date Created	Author	Revision due date
29 November 2018	A Hughes	December 2019
Date Reviewed	Reviewer	
17 August 2019	A Hughes	August 2020
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