

**SABA VERDA INTERNATIONAL  
SCHOOL**

**«Complaints policy»**

**2018**

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## **Introduction**

At this school, all staff are dedicated to giving all pupils the best possible education and caring for their health, safety and welfare at all times. We are committed to working closely with parents and believe that the school and parents should work in partnership, each carrying out their particular responsibilities to help the pupils gain the most from their time at school.

If you feel that something is not as you would like it, we have done something you are unhappy with, this should not be classed as a complaint; please speak to us about it.

### **Step 1**

Firstly, if you are unhappy with anything at the school, please discuss your concern with your child's class teacher or the particular teacher most closely concerned. This can be achieved by booking an appointment with the teacher, either through calling the school or just asking the teacher directly. At the meeting, the teacher will formally note your concern and immediately try to resolve the situation.

We would hope that most concerns can be resolved this way. The teacher will not only try to address your concern but will report the matter to the Head teacher making him/her aware of your concern and what is being done about it.

Should the matter not be satisfactorily resolved, or procedures implemented for its resolution have not commenced within 10 working days, then step 2 should apply.

### **Step 2**

If your concern cannot be resolved by the teacher or you feel that the situation has not been properly addressed, please make an appointment (as above) to request a meeting with a member of the Head Teacher. If after this meeting, the situation is unchanged within 10 working days, then step 3 applies.

### **Step 3**

Very occasionally, it may be that your concern cannot be resolved by the teacher or Head Teacher, or you may feel that the situation has not changed. If this is the case, you should write a letter or email to the school office and request a meeting with the School Director, giving details of your concerns. In our experience, matters can be sorted out satisfactorily by this step.

Again, the time scale referred to in steps 1 and 2 applies from the date of contact with the Headteacher.

## Taking Matters Further

We would expect most, if not all, concerns to have been resolved through the stages described so far in this document. However, in exceptional circumstances, this may not be the case and you may wish to pursue the matter further and more formally.

In this situation the following procedures apply:

- Please set out your concern in writing, and either hand it in to the school office or send it by email to the school or the School Director.

We will then appoint two independent people together with a lawyer to give their point of view and hold a meeting chaired by the nominated lawyer. It would be his/her remit to act as arbitrator in an effort to bring these matters to a satisfactory conclusion.

We may invite you to come along and discuss what has been written down and we may invite other people to give their point of view on what you have said. The school director together with the independent body and the lawyer will then make a decision in the light of all the information to hand. Our decision is final.

In particularly serious matters, this investigation would result in the completion of a report. You, the Headteacher, the School Director and any other party involved will receive a copy of the report prior to the meeting to discuss the matter.

It is hoped that the meeting with the lawyer could be arranged within seven working days. Parent(s) are welcome to attend this hearing and to be accompanied should they wish to be so. A confidential written record of all such complaints is available for scrutiny and will be kept by the school for three years. <sup>i</sup>

i sources consulted : British School of Barcelona “Compliments and Complaints Policy”, Sharm  
*International British School* “Complaints procedure policy“