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Colegio Hispano Británico

Líder mundial en enseñanzas británicas

# Complaints Policy

Policy Creation and Review	
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## **Colegio Hispano Británico Complaints Procedure.**

### **Introduction**

In accordance with the requirements placed on British Schools abroad Colegio Hispano Británico has in place a complaints procedure in order to facilitate the resolution of complaints.

Firstly it is important to distinguish the difference between a concern and a complaint. The school does take informal concerns seriously and concerns raised orally will often be dealt with swiftly and easily. Parents may also raise concerns in writing. In such cases the school will respond within 5 school days where possible.

The school actively seeks the input of parents who should not hesitate to raise any concerns they may have about the school or the welfare of their children. Concerns may be raised with teachers themselves or other senior member of staff.

### **Making a complaint**

A formal complaint may be made if initial attempts to resolve the issue are unsuccessful and/or the person raising the concern remains dissatisfied and wishes to take the matter further.

The school has named Tchay Deign (the Bursar) as complaints officer and Djek Deign as the person in charge of the operation and management of the school complaint procedure. He may be contacted by parents if they have a complaint and is generally available to parents both at 9.30 or 3.30 every school day.

Complaints can also be addressed to:

Complaints officer

Colegio Hispano Británico

Camino Mosegue No.2, Tias, Lanzarote, 35572, Spain.

Or sent via email to:

[djekdeign@colegiohispanobritanico.com](mailto:djekdeign@colegiohispanobritanico.com)

## **General principles**

All complaints will be dealt with as quickly as possible. The length of time will depend on the complexity of the complaint and the urgency with which it needs to be settled. It is the school's intention that all complaints should be settled within a period which is reasonable in all circumstances.

All complaints received, including those that are resolved at an initial stage will be recorded by Tchay Deign the school's complaints officer. The outcome of the complaint will also be recorded, together with the reasons for that decision. Complaints may be resolved as follows:

- Complaint resolved initially.
- Complaint dismissed.
- Complaint to be dealt with under another procedure.
- Complaint upheld and the appropriate action is taken; i.e. training, general supervision, counselling, or any other management action.

Urgent complaints will be identified and dealt with as such.

All complaints will be investigated fully, fairly and carefully and complainants will be kept informed of the progress as well as the end of the case. The main aim at all times will be to secure that the complaint is settled or that a decision is taken about the complaint so that it then can be taken to the next stage.

Parents may be accompanied in any hearings they may have with the school by another person. This may be a relative, parent or friend.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as they may be required of the school by the education authorities or where any other legal obligations prevail.

This complaints procedure should be available to parents either by request or from the website.

## **The stages**

The arrangements set out two levels at which complaints could be considered. These are the informal stage and the formal complaint stage to the governing body (head and owners).

A complaint is considered to be informal unless it has been requested to be considered as a formal complaint or has not been able to be resolved at the initial stage.

### **Informal stage**

Many minor complaints can be resolved quickly and informally. There are many occasions when concerns are resolved straight away through the class teacher or the Head of Department.

If the complaint has not been resolved at the first stage/meeting, the parent or complainant should contact the headmaster or complaints officer. The complaint should be either made in writing or a written account of the complaint, agreed by the complainant, should be logged so that the headmaster or complaints officer can give it their full attention. If the complaint is against the headmaster or complaints

officer they should nominate another senior competent person to deal with the complaint informally. Initially (and if available) they should nominate whichever of them is not being complained about.

### **Formal Complaint**

If the headmaster or complaints officer cannot resolve the complaint informally, the school undertakes to deal with the complaint as follows:

By acknowledging the complaint in writing within 5 school working days.

Within this acknowledgement the school will inform the complainant of the name of the person dealing with the complaint. This will generally be the complaints officer, unless they are the subject of the complaint.

Provide an answer telling the complainant what is being done to investigate and how long it is expected to take.

The school will endeavour to respond within 20 school working days or sooner if possible of the outcome of their investigation.

If the complainant is not satisfied with the outcome, the complainant may request that it be reviewed by the school complaint panel to try to resolve the complaint. The panel will be made up of a minimum of three persons including one person from the school management team, one of the school owners, and one person independent from the management and running of the school (this could be a parent of a student or former student). Following a meeting of this panel the complainant will be notified in writing of their response. This letter will explain any action that will be taken and any further rights to appeal and if so to whom they need to be addressed to.

If further investigation is required, the complaints panel will decide how it should be carried out. After consideration of all the facts, the complaints panel will reach a decision and make recommendations, which shall be implemented as soon as they are practicable.

The complaints panel will write to the complainants informing them of their decision and the reasons for it. The decision of the complaints panel will be final. The outcome of their decision will also be sent to the headmaster and, where relevant, the person who was the subject of the complaint.