

## **Victorious International British School**

Director: Victoria Gomez-Middleton  
Partida Cap-Negret,  
Costa Bella, Locales 13 y 14,  
Altea, Alicante 03590  
Telephone: 634806696  
Email: admin@victorious-school.com



### **Complaints Policy**

#### **Policy statement**

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our school and will give prompt and serious attention to any concerns about the running of the school. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

#### *Making a complaint*

##### **Stage 1**

- Any parent who has a concern about an aspect of our school talks over his/her concerns with the class teacher first of all.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the complaints file.

##### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing and it will be reviewed by the Deputy.
- For parents who are not comfortable with making written complaints, there is a form for recording complaints in the Complaint Investigation Record; the form may be completed by the Deputy or Director and signed by the parent.
- The school stores all information relating to written complaints from parents in the complaints file. However, if the complaint involves a detailed investigation, the Director may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Director meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.

- When the complaint is resolved at this stage, we log the summative points in our Complaints file.

### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Director.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint file.

### **Stage 4**

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. They can hold separate meetings with the Headteacher and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

### **Stage 5**

- When the mediator has concluded her/his investigations, a final meeting between the parent and Director is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

### **Stage 6**

- If the parent is still not satisfied with the outcome they have the right to contact The British Council and log a complaint via their website.

- A complaints form will need to be completed and emailed to [education@britishcouncil.es](mailto:education@britishcouncil.es)

This policy was adopted by  
On

Date to be reviewed

Signed on behalf of the provider

Name of signatory

Role of signatory

Victorious School

1<sup>st</sup> September 2022

1<sup>st</sup> September 2023

E Signature



Victoria Gomez-Middleton

Director