



THE BRITISH SCHOOL OF CATALUNYA

St. George School

Complaints Policy



St George School, Barcelona

Procedures for making suggestions and complaints

Any complaint by a student, parent or teacher against any other member of the school community must be communicated to the appropriate person in a reasonable and respectful manner.

Complaints about the running of the school should be made to the appropriate person in the school and not expressed outside the school where such comments could damage the school and its employees and pupils.

There are specific procedures for each of the following:

1. Suggestions to improve school systems.
2. Complaints about the school systems.
3. Complaints about individual members of the school community.

1. Suggestions to improve school systems:

- Suggestions from students, parents and staff to improve school systems will all be given due consideration.
- Suggestions can be made verbally or in writing to the appropriate person, usually the headteacher: the students should make their suggestions via their representatives (who will raise them in School Council meetings); parents should make their suggestions to the headteacher and the teachers should raise issues in their weekly staff meetings or directly to the Headteacher.
- Once made, the suggestions will be passed to the relevant person(s) for their consideration, and acceptance if considered appropriate.
- Students, Parents and Staff can all also use the yearly questionnaire to make suggestions

2. Complaints about school systems:

- Parents who wish to complain about some aspect of the school's functioning or performance should do so individually, in writing to the headteacher. If a meeting is requested to discuss the complaint, it will be dealt with at that meeting. If no meeting is requested, the complaint will receive a written reply from the school management within two weeks.
- Pupils can present complaints or concerns to their tutor or to the form representative.
- Teachers and other school employees can register their complaints in the same way as the parents.
- Under no circumstances will anonymous complaints be given any consideration.

3. Complaints about individual members of the school community:

- Any complaints about individual members of the school community should be sent in writing to the headteacher (Complaints by a student directed at another pupil can be made to the tutor of the student who wishes to make the complaint.) The head of school or headteacher will make the necessary enquiries in order to respond to the complaint. The headteacher's reply is definitive and binding.
- Under no circumstances will anonymous complaints be given any consideration.
- Complaints against the heads of school must be sent to the headteacher in writing.
- Complaints against the headteacher must be sent to the schools CEO in writing. Please ask the school office for the email address.