

# **St George School**

## **IBDP Complaints Policy**



THE BRITISH SCHOOL OF CATALUNYA

**Last reviewed: April 2025**

**Next Review: September 2025**

## St George School Complaints procedure

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, its employees and students. This policy is communicated to students, parents, and staff via the school website. It is reshared with staff via email and reviewed during the first meetings back, highlighting key points and any changes or amendments. Students are given access through ManageBac and/or Google Classrooms and it is also made available on the school website.

There are specific procedures for each of the following:

1. General complaints.
2. General suggestions to improve school systems.
3. Complaints regarding academic honesty/malpractice.
4. Complaints about the school systems.
5. Complaints about individual members of the school community.

### 1. General suggestions or complaints

In most cases, the matter will be resolved at this level to the satisfaction of the concerned individuals.

- If a parent or student has a general complaint, they should contact their class teacher/form tutor in the first instance. The student's class teacher/form tutor will be responsible for determining the appropriate course of action to support with resolving the complaint. The student's class teacher/form tutor will endeavour to resolve the issue and respond accordingly.
- If the class teacher/form tutor cannot resolve the matter alone, it may be necessary for them to consult with a member of the Senior Leadership Team (SLT). The SLT will be responsible for determining the appropriate course of action to support with resolving the complaint.
- Any complaints made directly to the Executive Headteacher will usually be referred back to the relevant staff member(s) unless they consider it more appropriate to deal with the matter personally. Should this be the case, the Executive Headteacher will endeavour to resolve the matter and respond accordingly. The involvement of the Executive Headteacher at this stage will be in exceptional circumstances.
- The member of staff who received the complaint or a member of SLT will respond to the concerned individual within 48 hours (during the working week) of receiving the complaint. If the issue has not been resolved by this time, the staff member dealing with the complaint will notify the parents and provide an amended time frame; usually within 7 working days from the point at which they received it.

### General 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 Executive 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, in their line management meetings or directly to the Executive 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 Executive Headteacher. If a meeting is requested to discuss the complaint, it will be dealt with during that meeting. If no meeting is requested, the complaint will receive a written reply from the school leadership team within two weeks.
- Students can present complaints or concerns to their form tutor, their form representative or to a member of the Senior Leadership Team.
- 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 regarding academic honesty/malpractice:**

- Please refer to the [Academic Integrity Policy](#)

## **4. Complaints about individual members of the school community:**

- Any complaints about individual members of the school community should be sent in writing to the Executive Headteacher (complaints by a student directed at another student can be made to the form tutor of the student who wishes to make the complaint or to a member of SLT). The appropriate member of SLT will investigate the complaint in order to respond appropriately after discussion with the Executive Headteacher. The Executive Headteacher's response is definitive and binding.
- Under no circumstances will anonymous complaints be given any consideration.
- Complaints against members of SLT must be sent to the Executive Headteacher in writing.
- Complaints against the Executive Headteacher must be sent to the schools CEO in writing. Please ask the school office for the email address.