



IF YOU HAVE A COMPLAINT OR CONCERN

At the British School of Tenerife, we aim to ensure that our students get the best out of their time at school. We want them to be happy and eager to learn.

To keep you involved in your child's education we have two parent/teacher meetings a year, issue 1 report a year in Primary and 3 reports a year in Secondary and throughout the year arrange as many individual meetings as you feel necessary with teachers.

During the year if you are concerned about any aspect of your child's education, we would ask you to follow the protocol for complaints we have implemented. This Policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

Feedback procedure

It is important for us to understand what our parents and visitors perceive as our strengths and likewise what recommendations for improvement to our service they would like to see take place. This can be achieved in the following ways:

- Email or verbal conversation with our reception on either site.
- Email or verbal conversation with the relevant class or departmental representative.
- Feedback via the generic school email address found on our website.

When it is felt that an issue is more pressing than simple feedback and an informal or formal complaint is deemed necessary, then the Complaints Procedure outlined in this policy should be followed.

Complaints procedure

As an educational establishment, there are different categories of service which may warrant complaints. To ensure that the right person deals with the right complaint it is important to outline the different categories as per the list below. Complaints can be received formally in writing addressed to the relevant person. All complaints should be dealt with within 5 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant in writing (either via email or letter) with a realistic timeline.

Students' learning and teaching, behaviour, emotional wellbeing or Support

Stage 1 - Initial complaint directed to the class teacher or subject teacher to be resolved and feedback provided. The class teacher or subject teacher should copy in the relevant tutor, and Senior Leader at this stage. Do not leave worries long before discussing them first with the subject teacher concerned. After meeting with the teacher please allow time for problems or concerns to be resolved.

Stage 2 - Initial complaint directed to the Head of Department or Head of Key Stage to be resolved and feedback provided. Head of Department or Head of Key Stage should copy in the relevant Heads of School at this stage.

Stage 3 - Forwarded to the relevant Head of School for investigation and feedback. Academic Director should be copied in at this stage.

Stage 4 - Forwarded to the Academic Director for final resolution.

Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the school offices to be resolved and feedback provided.

Stage 2 - Initial complaint directed to the Finance Manager to be resolved and feedback provided.

A member of Staff

Stage 1 - Forwarded to the Head of School - Primary Phase or Secondary Phase for investigation and feedback.

Stage 2 - Forwarded to the Academic Director for final resolution.

A Member of the Executive Leadership Team

To be directed to the Academic Director for investigation feedback and final resolution

The Academic Director or Finance Manager -To be directed to the Board of Governors

IF YOU ARE STILL UNHAPPY

If you are still unhappy with the outcome, please fill out this Complaint Form and hand it into one of the school offices.



British School of Tenerife Complaint Form

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Please give details of your complaint.
What action, if any, have you already taken to try and resolve your complaint? Who did you speak to and what was the response?

What action do you feel might resolve the problem at this stage?
Are you attaching any paperwork? If so, please give details.
Signature: Date:
Official use
Date acknowledgement sent:
By whom:
Complaint referred to:
Date

Please ensure that you receive a stamped copy of this form.

We will contact you within 24 hours to acknowledge receipt of your complaint or concern and within one week to inform you of our findings and solution (if the complaint is deemed justified).

If you are still concerned, then your complaint will go to a committee and the following procedure will be initiated:

- A Committee will be formed within 48 hours of receiving a written communication from you informing the School of your dissatisfaction with the previous solution offered, (a solution may not have been offered if the School deems your concern/complaint unjustified).
- The Committee will comprise of four members - the Academic Director, the Financial Manager, a class teacher and a member of the Senior Management Team. The latter two members will be appointed by the Academic Director and the Financial Manager and must not form part of the original complaint.
- As soon as the Committee has all the facts, an enquiry will be initiated. A resolution will be made, and you will be notified, in writing, within 10 days.
- If you are in agreement with the resolution, the case will be filed in the designated file for complaints in the Academic Director's office. This file is confidential.
- If you are not in agreement with the resolution, an appeal can be submitted within a period of 7 days.
- Once the appeal has been received in writing, it will be passed on to the Board of Governors for deliberation. The Board of Governors panel will include an independent party with no direct connection with the school. You will be invited to attend one or two of the meetings and may be accompanied by a person of your choosing. A period of 10 days must be allowed for this procedure.
- Once the Board of Governors has reached a conclusion, you will be informed, and the school will close the case.
- If you are not happy with this final decision, you are within your rights to take any legal actions you think appropriate.

To be reviewed September 2023