

# Suggestions and Complaints Policy

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**Last Updated by:** Giles Montier (Headteacher)

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This policy is published in the following locations:

Frog policies page (parent portal)

Frog homepage (student portal- Suggestions & Complaints tab)

Policies, procedures & handbooks file (St George Madrid staff google drive)

Managebac homepage (student portal)

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 the running of the school.
2. Complaints about the running of the school.
3. Complaints about individual members of the school community
4. Complaints about access to school programmes.

## Suggestions to improve the efficiency and effectiveness of the school

- Suggestions from parents, students and staff to improve the school will all be given due consideration.
- Suggestions can be made verbally or in writing to the appropriate person: the students should make their suggestions via their student council representatives (who will raise them with the Head of School in the school council); parents should normally make their suggestions to their parent representative. As an alternative, suggestions can be made to the section coordinator, Head of School or to the Headteacher and the teachers should raise issues in their weekly staff meetings. Staff, students and parents may also make suggestions using the survey at the end of each academic year.
- Once made, the suggestions will be passed to the relevant person(s) for their consideration, and acceptance if considered appropriate.



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# Complaints about the running of the school

- Parents who wish to complain about an aspect of the school's functioning or performance should do so in writing to the Headteacher, Head of School or Senior Leader as appropriate. Receipt of the complaint should be acknowledged in writing within a 24 hour period. If a meeting is requested to discuss the complaint, it will be dealt with at that meeting, where possible. If no meeting is requested, the complaint will receive a written reply from the school management within two weeks. All formal complaints should be communicated to the Headteacher to determine an appropriate and timely response.
- Pupils can present complaints or concerns to their tutor or to the form representative, or a member of the school leadership team..
- Teachers and other school employees can register their complaints in the same way as the parents (see above) or in addition to their line manager.
- If the complainant remains dissatisfied, the matter will be referred to the Headteacher. A meeting will be arranged within one week. If the complaint is not resolved in the meeting, a written response will be provided within a week. The Headteacher's decision is generally binding in all educational and operational matters.
- If the complaint is about the Headteacher, the matter will be referred to the Managing Director, ISP Iberia. A meeting will be arranged within one week. If the complaint is not resolved in the meeting, a written response will be provided within a week. The Managing Director's decision is generally binding in all matters relating to the school.
- In the final instance, the complainant may request a hearing with a panel of three representatives of the company, who have not been directly involved in the case. The complainant may attend the hearing, with one other person. A written response will be provided, with copies to all the senior staff involved. A copy will also be kept in a confidential file.

## Complaints about individual members of the school community

- Any complaints about individual members of the school community should be sent in writing to a member of the school leadership team.
- Complaints by a student directed at another pupil should be made to the tutor of the student who wishes to make the complaint. Pastoral leaders will make the initial enquiries in order to respond to the complaint. If required, the complaint will be passed on to a member of the Senior Leadership Team.
- Issues which arise affecting a specific group of parents (for example, the parents of a particular class) can be brought to the attention of the school's leadership team in writing, signed by all the members of that specific group, or signed by a designated representative or representatives assigned to deal with the issue. Within a short timeframe, and following the enquiries which the management feels necessary, the members of the group or their representative(s) will be invited to a meeting to be given a reply to the complaints or concerns.



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- Anonymous complaints will be given consideration on an individual basis depending on the nature of the complaint.
- Complaints against the Heads of School must be sent to the Headteacher in writing. A response will be provided within 10 days.
- Complaints against the Headteacher must be sent to the Regional Managing Director, ISP Iberia in writing. A response will be provided within 10 days.

## Complaints relating to access to school programmes

Our IB Diploma and IGCSE programmes in the secondary school have conditions attached to them with regards to the following areas:

- Initial entry into the programmes (including delayed entry into the programmes)
- Selection of subjects for study
- Progression through these programmes (there are expected levels of commitment to each of these courses detailed in the appropriate programme guidance)
- Examination entries / selection of examination entry levels
- Re-marking/re-assessing of examinations or internal assessment
- Allegations of malpractice in examinations or other assessments

Complaints in regards to decisions made relating to these areas can be made by either a student or their parent/legal guardian and should be made in writing to the Head of Secondary within 10 days of being informed of the decision and should clearly outline the reasons for the objection to the decision, with reference to the published school guidance which you believe has been contravened. Each case will be considered by a secondary school panel led by the Head of Secondary to include the Deputy Head of Secondary, IB Diploma Coordinator and Examinations Officer (if appropriate) and a response to the complaint made, in writing, within 10 days of its receipt.

## Special note

These Procedures and Policies will be amended by the school's senior leadership team when considered necessary and in any case as part of the school's standard 2-year review process for all policies and procedures. Any member of the school community can propose amendments in writing to the Headteacher for later consideration by the team.



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