



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.

In order 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 2 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.

WHAT TO DO FIRST

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.

WHAT TO DO NEXT

If, however, you are still unhappy please arrange to speak to the Head of the relevant Key Stage. Although it may take some time to investigate your worries, every effort will be made to deal with your concern as quickly as possible.

IF YOU ARE STILL UNHAPPY

Please speak directly to the school Academic Director. 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 January 2020