



Colegio Escandinavo

POLICY – DEALING WITH COMPLAINTS FROM GUARDIANS

The Scandinavian school of Madrid prides itself on providing high quality education whilst ensuring each student's well-being. If guardians wish to make a complaint related to any part of the school's activities, they can expect it to be treated by the school in accordance with this Policy. We take concerns seriously and will investigate any complaint rigorously, ensuring equal and fair treatment of all involved.

For the school to be able to investigate a complaint, it needs to be made within three months of the incident occurring. If a complaint is older than three months, it will not be investigated.

General concerns can be raised through the class representative who can, at any point, ask for a meeting with the Head of school. Specific concerns should follow the procedure outlined below.

Informal resolution

Step 1

Complaints about any matter relating to school activities should, in the first instance, be discussed with the class teacher/tutor. Minor problems can often be dealt with most effectively through informal discussions and this option should always be considered before pursuing a formal complaint.

Appointments with teachers can be made either personally at the end of the school day, after the last lesson, or, by contacting the class teacher/tutor via Schoolsoft.

Step 2

If the matter is, despite the teacher's best efforts, not resolved to the complainant's satisfaction, the complaint should be addressed to the Head of preschool (Preschool),

Primary Leads (International Primary), Head of Secondary (International Secondary) or Head of school (Scandinavian section Primary and Secondary). Appointments can be made either in person or via Schoolsoft.

If the matter is not resolved to the complainant's satisfaction, they will be advised to proceed with a formal complaint.

Formal resolution

Step 3

If the matter is not resolved to the complainant's satisfaction by the informal process, the complainant may invoke the formal part of this procedure. Guardians should do so in writing to the Head of school using the form in appendix A providing details of their complaint and the outcome they are seeking. The Head of school will acknowledge receipt of the complaint within two school working days of receiving it. A meeting may be convened to discuss the matter further.

The Head of school will listen to the concern, collect evidence, document and respond to the matter within ten days of receipt of the complaint.

Records of all conversations and meetings with guardians to resolve formal complaints will be kept for two academic years.

Making an appeal

If Guardians are not satisfied with the way a complaint is handled, an appeal can be made to the school's Board of Directors (styrelsen@escandinavo.com). An appeal should be made within ten days of the complainant receiving the outcome of step 3. The Board will investigate the matter, collect own evidence and respond within two weeks of receipt of the complaint.

Please describe what kind of action and/or outcome you feel would resolve the complaint.

Signature of person submitting the complaint