



St George's College

Founded 1898

COMPLAINTS POLICY & PROCEDURES

Reviewed and approved Jan 2023

Next review Jan 2024

ST GEORGE'S VISION MISSION AND VALUES

VISION STATEMENT

St George's College is a private, non-profit, bilingual, co-educational, learning institution with a long tradition in providing a well-rounded and demanding education. It delivers an international curriculum of high standards, which seeks to develop strong ethical values and character integrity, in order to allow its students to become useful and successful citizens.

MISSION STATEMENT

Our mission is to provide students, between the ages of 3 and 18, with a bilingual education that integrates the Argentine and international curricula. We strive for the continual improvement in the quality of the teaching and learning, management and school resources in order that the students may develop their potential to the full. Our environment nurtures individual development, independent thinking, sportsmanship and an extensive and close interaction with the community.

STATEMENT OF VALUES

Since its foundation in 1898, St George's College has been based on values adopted by its Christian founders, drawn from the best ones stemming from British tradition. These values are centred upon the following:

- Uphold honesty, integrity and truth.
- Demonstrate fortitude in terms of energy, initiative, courage and responsibility.
- Exercise good manners and respect towards people, rules, institutions, and the environment.
- Commitment and loyalty to the College, its people and society at large.
- Actively develop the concept of duty, caring and leadership through example.
- Apply perseverance and fair play in behaviour, work and play.

The College strives to uphold these values through its Governors, Staff, Parents and Students, adding to the best traditions established by its Founders.

1. COMMITMENT TO DEALING WITH COMPLAINTS

St George's welcomes suggestions and comments from parents that may enable us to improve what we do, and will take all concerns and complaints seriously. Where possible concerns will be dealt with **informally** between the parent and the member of staff or line manager most closely connected with the issue. However, there may be instances when the issue is more serious or where an issue has not been resolved to a parent's satisfaction, and in such cases a more **formal complaint** may be made.

This policy and procedures document should be read in conjunction with:

- Staff discipline policy & procedures
- Whistleblower policy & procedures
- Conflict of interests policy and procedures

AIMS OF THIS POLICY

COMPLIANCE

- To ensure the school is compliant with all national laws and guidelines
- To ensure best practice from around the world

ONE SCHOOL

- To establish principles efficiently across all sections and highlight procedural differences.
- To ensure where possible that resources, contracted services and support materials are implemented efficiently across all sections and wherever possible replicated.

FRAMEWORK

- To provide the school's leadership a framework within which to work.
- To communicate clearly with the community what our policies and procedures are.

POLICY SPECIFIC

- To ensure complaints are registered and dealt with clearly and efficiently
- To provide a clear process for the whole community.

2. PROCEDURES

Stage 1 Informal resolution

It is hoped that most concerns will be resolved quickly and informally. In the first instance the concern should be raised with the class teacher/tutor or subject teacher. If the class teacher/tutor or subject teacher cannot resolve the matter, it may be necessary for them to consult with their line manager, or a member of the leadership team. A resolution, which may involve a meeting or a written response, will follow as soon as possible.

Stage 2 Formal resolution by the Head of Section

It might be that the parent(s) feel that the matter has not been resolved after Stage 1; in which case they should therefore contact the head of the relevant section. The matter will be acknowledged, investigated and a full written response with the details of any action taken will be sent as soon as possible once a decision has been made.

Stage 3 Formal complaint to the Headmaster

If the concern cannot be resolved as above, then the parent should write to the Headmaster and make a formal complaint. The Head will acknowledge receipt of the communication, indicating what further investigation is required and when the parent can expect to receive a reply. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint. Once the Headmaster is satisfied that, so far is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this in writing.

All formal complaints and the date on which they were received, along with details of how the complaint was resolved will be held by the Headmaster. Files, notes and correspondence pertaining to any concern or complaint are also maintained.

Stage 4 Panel hearing

It is hoped that parents will feel satisfied with the outcome given by the Head, or at least will understand the situation more fully and be assured that their concerns have been completely considered. If they are not satisfied they may, within 10 working days of receipt of the outcome letter, write to the Chairman of the Board of Governors to request a panel hearing.

The Chairman of the board will convene a panel of at least three members of the Board who have not been directly involved in the matter detailed in the complaint. One member of this panel would normally be independent of the management and running of the school. A panel hearing will take place as soon as practicable and within 15 working days of receiving the

request. The panel may require that further particulars of the complaint be supplied in advance. One other person may accompany the parent(s) to the hearing.

If possible the panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the panel will decide how it should be carried out and after due consideration will reach a decision and make recommendations within five working days of the hearing. The panel's findings and recommendations will be given in writing to the complainant and, where relevant, to the person complained about. Copies will also be given to the Head and to the Chairman.

Confidentiality

All correspondence, statements and records relating to individual complaints will be treated in a confidential manner and restricted to the Head and those directly involved, except where any other legal obligation prevails.

The right to appeal

At any stage, parents have the right to take their complaint to the relevant school inspector

3. FORMAL COMPLAINT ABOUT THE HEADMASTER

Where the complaint is about the Head, the complainant should contact the Chairman of the Board directly.

POLICY REVIEW

This policy is to be reviewed by SLT and presented to the Board of Governors for final consideration and approval.

Approved by the Board of Governors, signed:

Dr Francisco Follett, Chairman

James Belmonte Diver, Headmaster

Date: