



## Montessori Córdoba International School

### **PARENT COMPLAINTS POLICY**

It is our policy to handle parents' complaints in line with the following procedures.

All parents may at any time ask for an appointment with their child's class teacher, to attempt to resolve the problem.

If this is inappropriate, they may make an appointment with the School Director to discuss the situation.

If parents/carers feel that they have not gained a satisfactory result from such discussions, we ask for a formal written complaint letter to be sent to the School Director. We will then follow procedures for complaint investigation following Spanish regulations. Please see the complaints record books in reception. Complaint records will include information on:

- The nature of the complaint
- How the complaint was dealt with
- Any actions our setting has taken or proposes to take as a result of findings.

The complaint will be considered at a meeting of a panel of three, two of whom will be senior management/teaching staff eg: School Director and class teacher plus one impartial person. This third person is independent of any involvement with the school as an employee and will take the role of independent impartial arbitrator.

Complainants will be asked by letter to attend the panel meeting and may bring a friend or relative with them if they wish. A written record of these meetings will be kept and will be available to all parties concerned with the complaint investigation.

A written record of the Panel's meetings will be kept and will be made available to all parties concerned with the complaint investigation.

We will use the complaints record forms shown overleaf.

**The decision reached by the Panel will be final.**

**An account of the findings will be sent to the complainant within 28 days.**