



Oakwood British School  
Partida Els Tolls, 19 Benidorm,  
Tel: 622 238 174 Email: [info@oakwoodprimary.net](mailto:info@oakwoodprimary.net)

### **Oakwood School Complaints Procedure**

#### **APPROVED BY DIRECTORS:**

This policy was reviewed by Directors and the Head Teacher who agreed that it reflects current practice and meets the specific needs of all parties on 2nd September 2025

**POLICY TO BE REVIEWED:** Annually

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#### **Mission Statement**

One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients to understand areas of improvement.

This policy ensures that we provide guidelines for dealing with complaints from clients about our services, facilities, staff and volunteers.

A complainant who wishes to make a complaint may do so either in writing or verbally. All complaints made in writing, using email or letter are immediately classed as formal complaints. All complaints made verbally or via social media/live chat will initially be classed as an informal complaint.

Complaints can be e-mailed to [info@oakwoodprimary.net](mailto:info@oakwoodprimary.net), by letter or by completing a complaints form, which is available from reception or on our website. School staff will be happy to support you to write down your complaint should any of these methods be unsuitable.



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## Purpose

- To allow procedures to be improved by listening to feedback from clients.
- To ensure that complaints are resolved as quickly and fairly as possible.
- To foster and maintain good relationships between all parties concerned.

It is our intention to ensure that all complaints are handled promptly, fairly, consistently, and proportionately. This procedure applies to all complaints, both formal and informal, by students, customers and stakeholders.

## General Guidelines and Principles

1. Complaints made to the school will always be listened to and acted upon.
2. Complaints will be investigated thoroughly, fairly and promptly.
3. A senior member of staff will acknowledge any complaint made by parents within 2 working days, and a formal response to the complaint will be made within 5 days following this acknowledgement.
4. Complaints made by students will normally be dealt with by their Form Tutor/Class teacher, the Head of Primary or Head of Secondary.
5. Complaints made by parents concerning an employee of the school will be dealt with by a senior member of staff.
6. When the complaint is directed at a senior member of staff, the Head teacher will deal with the matter directly.
7. When the complaint is against the Head teacher, the director of Oakwood British School will be informed.
8. Complainants will not suffer as a result of a complaint.

## Procedure Structure

### Stage 1 Informal Complaint

Most complaints are easily resolved informally by discussion with staff at the school; more difficult or complex concerns may take more than one discussion. The complaint will be acknowledged, and a target date for providing a solution will be given.

Procedure for initial contact by office staff or a member of the teaching staff:

1. Listen to, and record, in writing, basic details of complaint.
2. Decide upon the appropriate person to pass information on to, or who should deal with the complaint.
3. An appropriate member of staff interviews the complainant or makes telephone contact.
4. Complaint listened to and details recorded.
5. A member of staff decides upon action to be taken including who needs to be seen, what information is required, possible further interviews, decision on urgency of action and timescale to work to.



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Action to be taken:

1. Speak to those involved in the complaint.
2. Speak to witnesses if required.
3. Take written statements if required.

If possible, collect sufficient evidence to make an objective decision about the complaint.

Is the matter concluded?

If yes, agree to action, communicate with the complainant.

If not, refer to higher authority or repeat procedure.

If the complaint cannot be resolved at this stage, the parent should be informed how to move on to the formal stage of the complaints procedure by making a formal written complaint to the Head of Primary or Head of Secondary (Stage 2).

### **Stage 2 – Formal Written Complaint**

The Head teacher will carry out an investigation or instruct another Senior Leader to carry out an investigation and respond to the complainant.

The complaint will be acknowledged within 2 working days of receipt, and a target date for providing a formal response will be given. This will normally be within 5 working days following acknowledgement.

Depending on the nature of the complaint, the Head teacher will report the matter to the Director and legal advice may be sought.

The Head teacher may request to meet the complainant to gain further information relevant to the complaint. Parents may be accompanied by one advisor if they wish to have any meeting with the Head teacher. In cases where an advisor will accompany parents the name and profession of the advisor must be submitted to the Head teacher before the meeting.

Statements from witnesses will be collected where necessary and witnesses or other staff members may be called to any meeting with the complainants, at the Head teacher's discretion.

When all the relevant facts have been established, the Head teacher may call a meeting with the complainant to provide a verbal response, and produce a written response to the complainant. It is recommended that the Head teacher provides a written response at all times.

The Head teacher shall decide whether the complaint is upheld or not and, if so, is of a minor nature, a serious nature, or constitutes gross misconduct in the case of a complaint



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about staff. In the light of the conclusions of the investigation the Head teacher shall decide what sanction to apply or actions to take in accordance with the school procedures.

Reference should be made, when appropriate, to any formal documents or procedures that specify conduct or principles that support the complaint resolution.

All stages of the formal procedures should be conducted as speedily as possible in the interests of parties concerned. Time limits in this procedure may be varied by mutual consent. As indicated above the complaint should be resolved within 5 working days from acknowledgement of receipt of the complaint. If the complaint is not satisfactorily resolved, the complainant will be given the option to move the process to Stage 3.

### **Stage 3 – Escalated complaint to Director of Oakwood**

The complainant may make a complaint to the Director of Oakwood British School within 7 days of the receipt of the outcome of the original formal complaint from the school.

The complaint must set out the grounds for appealing the outcome of the formal complaint.

The Director will review the formal complaint and respond within 7 working days of acknowledging receipt of the complaint.

Should a meeting be necessary, the complainant will be informed of the time, date and venue of the meeting and they may choose to be accompanied by one independent advisor if they so wish. The Head teacher may attend such a meeting as a witness and be accompanied by an advisor. The name and profession of any advisor accompanying the parents or the Head teacher must be noted in records.

A final decision including findings and recommendations will be made and communicated to the complainant (in writing) and to any person directly involved within the complaint and the Head teacher within seven days of the conclusion of the meeting.

Formal complaint forms issued by the Comunitat Generalitat Valenciana are at the disposal of clients on request.

### **Record-Keeping**

Complaints are recorded in the Complaints File. Any correspondence, statements and records will be kept securely and confidentially unless the School or Company is legally forced to share them with an agency or other body.



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## Annex 1. Complaint form

All complaints will be formally acknowledged within two days and a response will be issued within 5 days from the receipt of the written complaint.

Name: \_\_\_\_\_

ID Number: \_\_\_\_\_

Phone Number/ Email address: \_\_\_\_\_

### Nature of complaint (please select):

- ☐ Academic (program, course content, delivery method, instructor, learning environment, access to resources, etc.)
- ☐ Non-Academic (student services, safety concern, administrative action, procedure, decision, etc.)

Have you attempted to resolve your complaint by verbally communicating with the school?

Yes                      No

If yes, please provide any evidence of resolution steps (include dates, times, names, etc.):

Summarize the nature of your complaint using factual information in your narrative. You may attach an additional sheet of paper if needed:


Specify the outcome being sought:


With any additional comments, please attach a separate sheet to this form. Please submit a copy of this complaint form via email to [info@oakwoodprimary.net](mailto:info@oakwoodprimary.net) or in hard copy at the School reception office.



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I hereby declare the information on this form is correct, true, and complete to the best of my knowledge. I understand that any misrepresentation of the information may result in the dismissal of this complaint from further action

Signed:

Date: