

# Cañada Blanch Spanish School

Founded 1972



## Complaints policy

08/01/2020

Instituto Español Vicente Cañada Blanch  
317 Portobello Road  
London W10 5SZ  
Tel: 020 8969 2664  
[canada.blanch.uk@educacion.gob.es](mailto:canada.blanch.uk@educacion.gob.es)  
<http://vicentecanadablanch.educalab.es/>

Instituto Español Vicente Cañada Blanch School accepts that the actions of those individuals who work in the school will and should be open to comment, question and, on occasions, criticism. Instituto Español Vicente Cañada Blanch takes complaints seriously and strives to deal with complaints swiftly and thoroughly.

## 1. Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Spanish school Vicente Cañada Blanch about any provision of facilities or services that we provide.

Unless complaints are dealt with under separate statutory procedures (see 5 for exceptions), we will use this complaints procedure.

Complaints will be dealt with in line with any relevant legislation, statutory obligation and following the School Data Protection Policy.

## 2. The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction made about actions taken or a lack of action'*.

**INFORMAL PROCEDURE.** It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Our school takes concerns seriously and will make every effort to resolve the matter as quickly as possible. Concerns should be raised with the class teacher or member of staff involved. If the issue remains unresolved, the next step is to make a formal complaint.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the school management team will refer you to another staff member or the headteacher. Similarly, if the member of staff directly involved feels unable to deal with a concern, the school management team will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

**FORMAL PROCEDURE.** We understand that there are occasions when people would like to raise their concerns formally. In this case, the Spanish School Vicente Cañada Blanch will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

### 3. How to raise a complaint

A formal concern or complaint must be made in person and in writing at the school office using the complaint form included at the end of this procedure.

Complaints that involve or are about the headteacher should be done using the procedure described on stage 2..

The Vicente Cañada Blanch Spanish School expects any person to raise a complaint in a polite and courteous manner and we will not tolerate aggressive, violent, abusive or anti-social behaviour towards any member of our staff. We kindly ask you to deal with your anger before going to the school. An angry confrontation will normally get a defensive response rather than a helpful one. School office staff may also refuse to talk to you while you are angry, so you will have achieved nothing.

### 4. Time scales

You must raise the complaint within one month of the incident or, where a series of associated incidents have occurred, within one month of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

### 5. Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Spanish School Vicente Cañada Blanch, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
Admissions	Complaints about admissions procedure will be dealt according to Instructions for school admissions by the Spanish Embassy Education Office.
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.
Exclusion of children from school	Complaints about exclusions will be dealt with under the Spanish Ministry of Education procedures.
Whistleblowing	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.
Staff conduct	Complaints about staff will be dealt with under the Spanish Ministry of Education procedures. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.

Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
National Curriculum content	The school is exempt of teaching the DfE National Curriculum, the curriculum taught is the Spanish National Curriculum. For any complaints regarding the school curriculum please contact the Spanish Ministry of Education through the Spanish Embassy Education Office (see address at the end of this policy).

## 6. Resolving formal complaints

### STAGE 1

Formal complaints must be made in person and in writing at the school office using the complaint form included at the end of this procedure. They must be addressed to the headteacher (unless they are about the headteacher). The school office will record the date the complaint is received.

The headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The headteacher can consider whether a face to face meeting is the most appropriate way of doing this. The headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

During the investigation, the headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of the investigation, the headteacher will provide a formal written response within 15 school days of the date of receipt of the complaint.

If the headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Spanish school Vicente Cañada Blanch will take to resolve the complaint.

The school office staff will advise the complainant on how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

## STAGE 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2. Then a written statement may be sent to the Spanish Embassy Education Office in the United Kingdom (see email and the address at the end of this policy), within 15 school days of receipt of the Stage 1 response. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Spanish Embassy Education Office Embassy in the United Kingdom will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 15 school days.

They will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

The Spanish Embassy Education Office in the United Kingdom will not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The Spanish Embassy Education Office in the United Kingdom will consider the complaint and all the evidence presented. They can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, they will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

## NEXT STEPS

If the complainant believes their complaint was not handled in accordance with the published complaints procedure or anyone has acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Spanish Ministry of Education and Vocational Training after they have completed Stage 2.

The Spanish Ministry of Education and Vocational Training will not normally reinvestigate the substance of complaints or overturn any decisions made by the Vicente Cañada Blanch Spanish school or the Spanish Embassy Education Office. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint.

Addresses:

- **Spanish Embassy Education Office in the United Kingdom**

Website: <https://www.educacionyfp.gob.es/reinounido>

Email: [consejeria.uk@educacion.gob.es](mailto:consejeria.uk@educacion.gob.es)

Phone number: +44 (0)20 7727 2462

20 Peel Street  
London W8 7PD

- **Spanish Ministry of Education and Vocational Training**

- Quejas y sugerencias

Website: <http://www.educacionyfp.gob.es/servicios-al-ciudadano/catalogo/varios/quejas-sugerencias.html>

Phone number: 00 34 910837937

Los Madrazo, 15  
Madrid 28014 (Spain)

## COMPLAINT FORM

Please complete and return to the school office who will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>
<b>Pupil's name (if relevant):</b>
<b>Your relationship to the pupil (if relevant):</b> <b>Your relationship to the school:</b>
<b>Address:</b>  <b>Postcode:</b> <b>Telephone number:</b> <b>Email address:</b>
<b>Please give details of your complaint, including whether you have spoken to anybody at the school about it</b>



**What actions do you feel might resolve the problem at this stage?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**DO NOT WRITE HERE. Official use only**

**Date of acknowledgement:**

**Complaint referred to:**

**Date of referral:**