

LES Complaints Policy October 2025

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1.0 Introduction

At Lady Elizabeth School, we want all community members to have a shared understanding of our vision, values, standards, policies, and procedures so that we can all work towards creating a positive and ambitious learning environment for the pupils in our care.

2.0 Rationale

All schools should aim to work collaboratively with parents. However, it is recognized that there are times when there will be issues that are not resolved to the satisfaction of parents and that they will wish to make a complaint. If parents or pupils have a complaint, the school will treat it following the policy and procedures detailed below. Responding to complaints will be given the highest priority by the school and will be dealt with comprehensively and promptly.

3.0 Stage 1 – Informal resolution

We hope that most concerns and complaints will be resolved quickly and informally. If parents have a concern they should normally contact their child's form teacher (tutor, mentor.) In many cases, the matter will be resolved immediately by this means to the parents' satisfaction. If the form teacher cannot resolve the matter alone, it may be necessary for them to consult the appropriate Division Head / Deputy Head.

Complaints made directly to the Head of School will usually be referred to the relevant Form teacher unless the Head deems it appropriate to deal with the matter personally. The form teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within 3 days (72 hours) and a response provided within 5 working days. If a response cannot be provided within that time, or if the form teacher and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint following Stage 2 of this Procedure.

4.0 Stage 2 – Formal Resolution

1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of School. The Head will decide, after considering the complaint, the appropriate course of action to take.
2. In most cases, the Head will meet with the parents concerned, normally within two days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

3. It may be necessary for the Head to carry out further investigations, in which case a Definitive answer will be given within 10 further working days.
4. The Head will keep written records of all meetings and interviews held in relation to the complaint.
5. Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Head will also give reasons for his/her decision.
6. The Heads decision is final.

5.0 Stage 3 – Appeals

1. Only in cases where the parents believe the Head of school has acted unethically or has made procedural errors in deciding on the complaint, are parents able to appeal the Heads decision by formally reaching out to the Regional Managing Director (RMD) for Iberia, of the International Schools Partnership, who will hear the appeal and make a final decision.

Recording of Complaints

All complaints, and the outcome of the individual complaint, are duly recorded in the School Complaints Register. The stage at which the complaint is concluded, whether at the preliminary stage or the final stage of a Panel Hearing, is appropriately noted.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements, and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulation 2003; where disclosure is required in the course of the School's Inspection; or where any other legal obligation prevails.