



COMPLAINTS AND/OR CLAIMS PROCEDURE

Alegra School

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1. ALEGRA SCHOOL'S PHILOSOPHY REGARDING STUDENTS' EDUCATION

Alegra School believes that both parents and the school are responsible for educating each student. Therefore, both must be aligned, always aiming to work together in the students' daily lives.

It is important for us as a school to be aware of any events occurring within the school that are not in line with our educational policy and teaching approach. The family's feedback helps us improve and create an ideal educational environment for each student.

This document is made available to the entire educational community, including both parents and students. It is accessible to:

- Students on Clickedu.
- Families through the Clickedu platform in the public folders of Prep School.

2. OBJECTIVE OF THE COMPLAINTS AND CLAIMS PROCEDURE

The primary objective of this policy is to resolve any disagreements that may arise within the school, ensuring that those involved know who to approach for effective and efficient solutions.

To achieve this objective, this policy is based on the following principles:

- **Principle of Equity:** Establishing procedures to resolve situations fairly and equitably for all students.
- **Principle of Respect:** Ensuring that all families and students, exercising their rights, can formally and respectfully communicate their complaints and claims to the school.
- **Principle of Efficiency:** Ensuring that proposed solutions receive due attention and that the relevant information reaches those responsible for resolving the matters promptly and clearly.

3. COMPLAINTS COMMUNICATION AT ALEGRA SCHOOL

The first point of contact for complaints is the students' *preceptora*, who maintains direct and frequent contact with families and has a deep understanding of each student's reality. Complaints should be communicated promptly since some situations require immediate resolution. If the school does not receive timely information, it cannot take corrective measures or conduct proper investigations. These communications should not only be verbal but also documented in writing to ensure there is a record of the complaint.

A second point of contact, depending on the severity of the situation, will be the Head of Ethos and the Head of Stage. In such cases, written communication should include a copy to the respective preceptor to ensure that all relevant parties are informed.

These complaints from families and students will be handled with discretion to guarantee that only those involved in resolving the issue have access to the information.

4. DIFFERENCES BETWEEN CONCERNS AND COMPLAINTS OR CLAIMS

4.1 Concerns:

In a school environment, situations may arise that are not immediately understood by parents, requiring clarification. Concerns are everyday issues that need further explanation from the school.

4.1.1 First-Phase Procedure: Handling Concerns

In this phase, concerns raised by families about specific academic or personal formation matters will not be treated as formal complaints but will be addressed through the student's preceptor. These concerns will be resolved immediately, with a written response provided as soon as possible.

If concerns are communicated verbally, the recipient will take note and forward the issue to the appropriate staff member, such as the student's preceptor, class tutor, or the Heads of Ethos or Academics.

The preceptor will document the situation and work towards resolving it, involving other preceptors, teachers, or relevant staff as necessary. School leaders receiving concerns will refer them to the appropriate individuals to ensure a swift response, which may be delivered in writing or verbally.

4.1.2 Informal Resolution

Once the preceptor has confirmed that the concern is resolved with the involved parties, they will notify the family via email or phone call, outlining the actions taken and the resolution. A face-to-face meeting will not be necessary unless requested by the family.

4.2 Complaints and Claims:

Complaints and claims are serious matters requiring immediate resolution and an explanation of their causes. If a family believes that a situation contradicts the school's educational or logistical principles, it must be addressed promptly.

4.2.1 Second-Phase Procedure: Formal Complaints

This phase involves formal complaints raised by families or students. Most formal complaints require an in-depth investigation, meaning the resolution process may take longer. In such cases, the recipient of the complaint will acknowledge receipt in writing within 24 hours and conduct an investigation, providing a response within a maximum of five working days.

This process also applies to concerns that, despite receiving a response, remain unresolved from the family's perspective.

For formal complaints, the family will be invited to a meeting with the Head of Ethos (for personal formation matters) or the Head of Stage (for academic or group-related matters). The meeting will be documented in writing, and both parties will sign to confirm their agreement or disagreement with the school's proposed measures, marking the complaint as resolved.

If a formal complaint cannot be addressed by the designated staff, it will be escalated to the Senior Management Team, where a committee will determine the appropriate resolution.

4.2.2 Formal Resolution Meeting

A follow-up meeting will always be held after a formal complaint to document conclusions and agreed measures in writing.

5. COMPLAINTS PROCEDURE FOR STUDENTS

Students have the right and responsibility to communicate any concerns or formal complaints related to their academic or their personal development.

Students may submit complaints through:

- Their *preceptora* during a preceptorship meeting.
- The Class Council, which will relay complaints to the tutor during the monthly meeting.
- The class teacher if the issue concerns the class group.
- The Head of Stage and/or Head of Ethos if their intervention is deemed necessary.
- The Designated Safeguarding Lead or Safeguarding Team.

These contacts must provide a response within three working days for formal complaints and immediately for concerns. Students may submit their complaints in writing.

All families have the right to appeal a formal complaint, which requires the intervention of the School Directorate within seven days following the formal resolution meeting. A meeting will be arranged to explain decisions and take appropriate actions.

Teachers and school staff receiving complaints from students or families are responsible for informing the Head of Stage and the Head of Ethos to address concerns appropriately.

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This policy is reviewed annually	
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This policy should be read in conjunction with the following related policies:

Child Protection & Safeguarding; Anti-Bullying Policy