



# Whistleblowing policy

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Complaints process for families

4th Review: July 2025

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## 1.- JUSTIFICATION

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At Internacional Aravaca, we want all members of our community to have a shared understanding of our vision, values, standards, policies and procedures so that we can all work together to create a positive and ambitious learning environment for the students in our care.

All schools should aspire to work collaboratively with parents. However, it is recognised that there are occasions when issues are not resolved to the satisfaction of parents and they may wish to make a complaint. If parents or pupils have a complaint, the school will deal with it in accordance with the policy and procedures outlined below. The school will give the highest priority to responding to complaints and will deal with them thoroughly.

## 2.- INFORMAL RESOLUTION

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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 tutor. In many cases, the matter will be resolved immediately in this way to the parents' satisfaction. If the class teacher is unable to resolve the matter alone, it may be necessary to consult the year group coordinator.

Complaints made directly to the coordinator will normally be referred to the class teacher or the head of the relevant subject or key stage, unless the headteacher considers it appropriate to deal with the matter personally.

The form tutor will record in writing on the platform all concerns and complaints and the date on which they were received. If the matter is not resolved immediately, acknowledgement of receipt of the complaint will be given within 3 days and a response will be provided within 5 working days. If a response cannot be given within that time frame, or if the teacher and parents cannot reach a satisfactory solution, then parents will be advised to proceed with their complaint in accordance with stage 2 of this procedure: formal resolution.

## 3.- FORMAL RESOLUTION

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If the complaint cannot be resolved informally, parents should submit their complaint in writing to the stage coordinator. The coordinator will decide, after considering the complaint, on the appropriate course of action to take.

In most cases, the coordinator will meet with the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the coordinator to carry out further investigations, in which case a final response will be given within a further 10 working days.

The coordinator will keep a written record of all meetings and interviews held in relation to the complaint on the platform.

Once the coordinator is satisfied that, as far as possible, all the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. If the parents remain dissatisfied with the decision, they should proceed to stage 3 of this procedure: Review with the Headteacher.

## 4.- REVIEW BY THE HEADTEACHER

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If parents are not satisfied after stage 2: Formal resolution, they should contact the headteacher in writing and set out the reasons for their complaint and the outcome of stage 2.

The headteacher will conduct a full review of the documentation and the basis of the complaint. The headteacher will notify the family or meet with them and communicate their decision on the resolution of the complaint. If the family is not satisfied, they may proceed to stage 4: Review Panel.

## 5.- REVIEW PANEL HEARING

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If the parents wish to proceed to stage 4 (after not reaching a previous resolution), they will be referred to the Deputy Regional Director of the International Schools Partnership, Miguel Angel Garrán: [mgarran@ispschools.com](mailto:mgarran@ispschools.com), who will convene a hearing.

The matter will then be referred to the Complaints Committee for review. The committee will consist of the Deputy Regional Director of the International Schools Partnership, or his representative, the Headteacher of the school and an independent member who is not involved in the management or operation of the school, who may be a Headteacher from another school in the Partnership.

The Deputy Regional Director, on behalf of the committee, will acknowledge receipt of the complaint and schedule a hearing to take place as soon as possible.

If the Panel of Experts deems it necessary, it may request further information on the complaint or any other related matter prior to the hearing. Copies of this information shall be provided to all parties no later than three days before the hearing.

Parents may be accompanied to the hearing by another person. This may be a family member, a teacher or a friend. Legal representation is not permitted at these meetings.

Where possible, the Panel of Experts will resolve the parents' complaint immediately, without the need for further investigation.

If further investigation is required, the Panel will decide how to proceed.

After duly examining all the facts deemed relevant, the Panel will make a decision and may make recommendations. The Panel of Experts will write to the parents to inform them of its decision and the reasons for it.

The commission's conclusions and recommendations will be sent in writing to the parents, the headteacher and, where appropriate, the person against whom the complaint has been made.

## SUMMARY OF THE PROCESS.



All complaints, as well as the outcome of each one, are duly recorded on the platform. The stage at which the complaint is concluded, whether in the preliminary stage or in the final stage of a commission hearing, is properly 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 where disclosure is required in the course of the School Inspection, or where any other legal obligation prevails.

## 7.- INTERPRETATION

In this policy, the term "senior management" refers to the Headteacher, the Deputy Headteacher and their designated deputies.

The school is owned by International Schools Partnership Services Limited,

The office is:

101 Wigmore Street London  
W1U 1QU UNITED KINGDOM

**NOTE:** Complaints relating to "Bullying" have a specific procedure that the safeguarding team will communicate appropriately and is recorded in the school's coexistence plan ( ).

