Concerns and Complaints Policy 2026

Approved by:	Alison Colwell, Principal	**Last reviewed on:**	September 2026
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This policy applies to Baleares International College at both sites, Sa Porrassa and Sant Agustí, and includes the Early Years Foundation Stage (EYFS).

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Purpose

- Provide a fair, impartial, timely and transparent process for raising and resolving concerns and complaints.
- Promote early resolution by encouraging informal discussion before escalation.
- Ensure consistency and procedural fairness in handling issues across the school.
- Protect all parties (complainant and subject) through structured, impartial processes.
- Demonstrate accountability and good governance to the proprietor (Ariston Education) and inspectors.

Scope

This policy applies to all concerns and complaints raised by parents and carers of current pupils, in accordance with the expectations of the British Schools Overseas (BSO) framework.

It covers matters relating to:

- The quality of education and curriculum delivery
- Standards of teaching, learning, and assessment
- Pupils' welfare, pastoral care, and wellbeing
- Behaviour management and the implementation of school policies
- Communication with parents and stakeholders
- The operation and management of the school, including administrative services and co-curricular provision

The policy applies to all phases of the school, including the Early Years at Sant Agustí, and to all activities provided under the school's responsibility, whether on or off site.

Legislation and Guidance

This procedure meets the complaints standard of the Standards for British Schools Overseas (BSO), which is based on Part 7 of the Independent School Standards in England. As a school in the Balearic Islands, the school also operates within Spanish and Balearic law, including Ley 7/2014, de 23 de julio, de protección de las personas consumidoras y usuarias de las Illes Balears; Regulation (EU) 2016/679 (GDPR) and Ley Orgánica 3/2018 (LOPDGDD) for the handling of complaint records; and the oversight of the Conselleria d'Educació i Universitats, which authorises the school as a foreign school under Real Decreto 806/1993.

Using this procedure does not remove any right parents have under Spanish law. Parents may also contact the Departament d'Inspecció Educativa of the Conselleria d'Educació i Universitats. Official consumer complaint forms (fulls de reclamació / hojas de reclamación) are available on request where required by law. The Principal also keeps a formal log of all complaints.

Roles & Responsibilities

Teachers and support staff: Stage 1 Informal concerns

Middle and Senior Leaders: Stage 1 Informal concerns escalated from teachers

Principal: Stage 2 (formal Complaints)

Complaints Panel convened by the Regional Head of Schools on behalf of the proprietor, Ariston Education: Stage 3 (Formal Complaints Panel)

Complaints Procedure

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally by discussion with staff at the school; more difficult or complex concerns may take more than one discussion.

If parents have a complaint, they should normally contact their child´s class/ form/subject teacher. In most cases (except during the school holiday periods) the teacher will meet/speak to/contact the parents concerned, **normally within two school days of receiving a complaint** to discuss the matter. In many cases, the matter will be resolved straightaway by this means to the parents´ satisfaction. If the teacher cannot resolve the matter alone, it may be necessary for him/her to consult their Line Manager and involve her/him in the matter.

Should the matter not be resolved **within 10 school days** or in the event that the Class/ Form Teacher and parents fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint to the Head of Primary (Adam Fairless) or Head of Secondary (Phil Brown) at Sa Porrassa, or the Vice Principal (Mel Eccleshall) at Sant Agustí to see if it can be resolved on an informal basis.

The Head of Primary / Secondary may request to meet the complainant to gain further information relevant to the complaint. Statements from witnesses will be collected where necessary. When all the relevant facts have been established, they may either call a meeting with the complainant and provide a verbal response, or produce a written response to the complainant, as considered appropriate. The aim is to find an informal resolution.

The Head of Primary/Secondary will keep written records of all meetings and interviews held in relation to the complaint and consult with the principal regarding future actions.

Stage 2 – Formal Complaint

Where the parent is not satisfied with the response to the complaint initiated on an informal basis, then this should be forwarded to the principal, formally **in writing**.

The Principal of the relevant site will acknowledge the complaint within three school days of receiving the notice, in order to arrange a meeting with the principal.

The meeting should be held as soon as practicable and convenient to both the complainant and the principal in order to try to establish a solution. All written reports must be forwarded to the principal at least 24 hours in advance of the meeting.

The Principal will gather any staff reports needed before the meeting, which will normally take place within 10 school days of the acknowledgement.

The Principal will normally give a written response, with reasons, within 10 school days of the meeting, and will explain how to request a Stage 3 panel hearing.

Stage 3 – Panel Hearing

If parents are not satisfied with the response to the complaint arising from the stage 2 Principal review, there is a provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint. The panel is normally chaired by the Director of Education (Michael Clack) and includes a Regional Head of Schools who has no link to the school and an independent member. The school's own Regional Head of Schools does not sit on the panel if they have been involved in the complaint in any way.

The point of contact should be the:

Regional Head of Schools (RHoS), Ariston Education: Jonathan Dey, jonathan@orbital.education

The RHoS will acknowledge the receipt of the complaint normally within five working days.

At least one member is independent of the management and running of the school and has no prior involvement in the complaint.

The RHoS will schedule a meeting with the Panel to take place as soon as practicable and normally within 28 days of receipt of the complaint.

Parents may attend and be accompanied at a panel if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate. Details of this person should be supplied to the RHoS not later than three school days prior to the hearing.

If possible, the Panel will resolve the parents´ complaint, without the need for further investigation. Where further investigation is required, the Panel will decide how to carry out the investigation.

After due consideration of all the facts it considers relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 10 working days of the Hearing.

The Panel will write to the parents, and where relevant, the person complained about, informing them of its decision, the reasons for it, and, where relevant, any recommendations. A copy of these findings and recommendations will be kept in the Official Complaints Folder in the Principal's Office and will be available for inspection by the RHoS and/ or the CEO of Ariston Education.

The decision of the Panel will be final in that there will be no further right to appeal or further hearing within the school's procedure.

The panel's decision is the final stage of the school's internal complaints procedure. This does not prevent a complainant from pursuing any rights they may have under local law or through any competent external authority.

Recording Complaints

A written record is kept securely by each site's Principal of all complaints made in writing under the formal part of this procedure. A record is held of whether the complaint has been resolved at the formal stage or proceeded to a panel hearing, and any action taken by the school as a result of the complaint regardless of whether it is upheld.

The school also keeps a record of informal complaints in order to enable patterns of concern to be monitored. Records will be retained in accordance with the school's records retention schedule and

applicable data protection law, and for three years from resolution, unless a longer period is required by law or by an open claim.

Confidentiality

Correspondence, statements and records relating to individual complaints will be kept confidential except where disclosure is required or permitted by law, or where an inspection or accreditation body properly requires access.

If the complaint is about the Principal, it should be sent in writing to the Regional Head of Schools, who will handle Stage 2 in place of the Principal, and the parents will be asked to send their complaint in writing to them (jonathan@orbital.education).

All parties are expected to respect the confidential nature of the process.

Vexatious Complaints

Persistent / repetitive complaints

Where a complainant seeks to re-open an issue that has already been fully considered through all stages of the school's complaints procedure, and the school has taken all reasonable steps to address the complaint, the Principal or Regional Head of Schools (RHoS) will write to the complainant to confirm that the matter is closed.

If the complainant continues to contact the school regarding the same issue, the school is not required to enter into further correspondence where:

- the complaint has been investigated fully and in line with this procedure;
- a clear and reasoned written response has been provided; and
- no new, material information or evidence is presented.

In such cases, the school will inform the complainant in writing that the matter is closed and that further correspondence on the same issue will not receive a response.

The school will, however, continue to consider any new complaints, or new evidence relating to a previously considered matter, in line with this policy.

Managing Unreasonable Behaviour

The school is committed to ensuring that all complaints are handled fairly, transparently and without prejudice. However, there are occasions where a complainant's behaviour may hinder the effective investigation or resolution of a complaint.

Behaviour may be considered unreasonable where it:

- is abusive, offensive, threatening, or intimidating towards staff;
- involves an excessive frequency or volume of contact;
- is persistently repetitive without presenting new information; or
- places unreasonable demands on school time or resources.

Where such behaviour is identified, the school may take **proportionate and reasonable steps** to manage communication. These may include:

- requiring contact to be made through a single nominated point of contact;
- limiting the frequency or method of communication;
- declining to respond to repeated correspondence that raises no new issues.

Any such decision will be:

- made by the Principal or an appropriate senior leader/proprietor representative;
- reasonable and proportionate in the circumstances;
- communicated clearly to the complainant in writing, including the reasons for the decision; and
- subject to periodic review.

Who is a Vexatious Complainant?

The school recognises the importance of addressing all complaints fairly and encourages complainants to raise concerns without fear of disadvantage.

A complaint may be considered vexatious where it is pursued in a manner that is unreasonable, for example where it:

- continues after all stages of the complaints procedure have been exhausted, without the submission of new evidence;
- is repetitious or duplicates previous complaints;
- seeks remedies that are clearly unreasonable or beyond the authority of the school to provide; or
- is pursued in a manner that is abusive, harassing, or intended to cause disruption.

The decision to classify a complaint as vexatious will be made by the Principal or, where appropriate, the proprietor (Ariston Education), and will be formally recorded.

Who determines when a Complainant is a Vexatious Complainant?

The Principal may make this finding when giving a final decision on a complaint. The Principal, or the Regional Head of Schools where the complaint concerns the Principal, may make this finding after the procedure has been completed, and will record the reasons in writing.

What are the consequences of being classified as a Vexatious Complainant?

Where a complainant's behaviour is deemed unreasonable or a complaint is considered vexatious, the school may take appropriate and proportionate action to manage further interactions. This may include:

- restricting methods or frequency of communication;
- declining to respond to further correspondence on the same issue where no new information is provided.

In all cases, the school will ensure that:

- any new complaint is considered on its merits;
- decisions are reasonable, proportionate, and consistently applied;
- the complainant is informed in writing of any restrictions and the reasons for them; and
- restrictions are reviewed periodically to ensure they remain appropriate.
- Conduct by any person that is abusive or threatening may also be addressed under the school's contractual terms with parents.

Monitoring and Review

The school ensures the effective implementation of this policy through regular review, training and oversight.

Each term, the number of formal complaints is recorded in the Principal's report to Ariston Education, through the Regional Head of Schools. The number of formal complaints registered under this procedure in the preceding school year is published on the school website.

The number of complaints registered under the formal procedure during the preceding school year is available to parents on request, as required by the BSO Standards.

The Regional Head of Schools in their Governance role, will check the Complaints File on an annual basis.

This policy is published on the school website and available to parents on request.

Related Policies

This policy should be read in conjunction with the following documents:

- Child Protection and Safeguarding Policy
- Behaviour Policy
- Staff Code of Conduct
- Privacy Policy (school website)
- Admissions Policy
- SEND Policy (Sa Porrassa and Sant Agustí)
- Health and Safety Policy
- Risk Assessment Policy (including educational visits)

Appendix 1

Concerns and Complaints – Summary

We are committed to working in partnership with parents and resolving any concerns quickly, fairly, and transparently. Most issues can be resolved informally, and we encourage parents to raise concerns at the earliest opportunity.

How to Raise a Concern or Complaint

Step 1: Speak to the School (Informal Stage)

Please contact your child's class teacher or form tutor first.

Most concerns are resolved quickly through discussion.

If needed, the issue may be referred to a Head of House, the Head of Primary, Head of Secondary or Head of Sixth Form (or the Vice Principal at Sant Agustí), or another senior leader.

We aim to respond promptly and work with you to reach a solution.

Step 2: Formal Complaint

If your concern is not resolved informally:

Please write to the Principal outlining your complaint clearly.

The school will acknowledge your complaint and arrange a meeting if appropriate.

You will receive a written response with the outcome.

Step 3: Complaints Panel

If you remain dissatisfied:

You may request a review by a Complaints Panel.

The panel will include at least three people, with one independent member.

You may attend the meeting and bring someone with you.

The panel will consider the complaint and provide a final written decision.

Our Commitments to You

Your complaint will be handled fairly, impartially and respectfully

We will follow a clear process with defined stages

You will receive a written outcome at each formal stage

A record of complaints will be kept and reviewed by the school

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If a Concern Has Been Fully Considered

Where a complaint has been fully reviewed through all stages:

The school may confirm that the matter is closed

We are not required to respond to repeated contact about the same issue

However, we will always consider new information or new concerns

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Respectful Communication

We expect all communication to be respectful.
Where communication becomes:

abusive, threatening, or

excessively repetitive without new information

the school may limit how communication takes place (for example, through a single point of contact).

Any such decision will be:

explained clearly in writing, and

reviewed to ensure it remains reasonable.

Important to Know

Every complaint is considered on its own merits

Raising a concern will not disadvantage your child

New concerns will always be heard, even if previous matters have been closed

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Further Information

The full Complaints Policy is available on the school website or from the school office.

If you need help raising a concern, please contact the school and we will support you.

Our aim is always to resolve concerns quickly, fairly, and in the best interests of all pupils.