



LICEO STATALE “MARIE CURIE”



*Liceo Scientifico – Liceo Scientifico Scienze Applicate – Liceo Linguistico
Cambridge International*



Cambridge Assessment
International Education

Cambridge International School

COMPLAINTS POLICY

GUIDANCE NOTES FOR PARENTS & OTHERS

COMPLAINTS POLICY AND PROCEDURES

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Guidance For Parents

If you have a concern or complaint we want you to tell us about it. We welcome suggestions about how we can improve our work in the school. No matter what you want to tell us, our support and respect for you and your child will not be affected in any way. Please tell us about any concerns as soon as possible. It is difficult to investigate an incident or problem that happened some time ago.

Liceo Marie Curie uses a ***four-stage complaints procedure*** to manage complaints from parents, guardians and members of the public.

Stage 1

- All complaints or concerns by parents, guardians or members of the public will be recorded and referred to the most appropriate or relevant person. This person will respond as soon as is practical.
- Most complaints will be resolved fairly quickly by the teacher concerned, the class coordinator teacher.

Stage 2

- Where the matter in question has not been resolved to the satisfaction of the complainant, a further opportunity will be offered to discuss the issue with the next appropriate person in the Headteacher's staff or with the Headteacher.
- The Headteacher will conduct a full investigation of the complaint and may interview any members of staff or pupils involved.
- Where the concern relates to the Headteacher, the complainant will be advised to contact the Local Education Authority
- Once all the relevant facts have been investigated and established, the Headteacher, or their designate, will
 - a) meet with the complainant to discuss and attempt to resolve the matter directly or
 - b) produce a written response to the complainant within 15 working days.

Stage 3

- This stage in the procedure can follow Stage 2 where the earlier stage has been investigated by a senior member of staff other than the Headteacher.
- If the Headteacher was involved at Stage 2, the process will move to Stage 4.
- If the complainant is not content with the decision reached by the designate they may refer the matter to the Headteacher. This should be within 15 working days.
- The Headteacher will arrange a meeting at a mutually convenient time. This will offer an opportunity to reassess all the issues, discuss any findings from the Headteacher's investigation, clarify any action to be taken by the school and reassure the complainant in respect of their worries, in order to seek reconciliation.

Stage 4

- If resolution of the original complaint has not been achieved and the complainant wishes to take the complaint further, then s/he will be advised to write to the Local Education Authority.
- At this stage the complainant will follow the procedures defined by the Local Education Authority.