



THE ENGLISH COLLEGE IN PRAGUE
ANGLICKÉ GYMNÁZIUM

Parental Complaints Procedure 2024-25

Concern

We hope that you will be satisfied with your choice of the English College for your child and that everything will run smoothly. However, should you ever have a complaint, you are asked to contact the subject teacher or Head of Faculty directly for academic matters or, for matters of welfare and behaviour, your child's tutor or Senior Tutor. If the matter cannot be resolved satisfactorily, you should contact the Senior Deputy Head or the Deputy Head Pastoral & Upper School.

Serious Concern

If, in your opinion, these approaches fail, you should formally write to the Headmaster if you feel the matter has not been resolved adequately. The Headmaster (or any member of staff appointed by him) will respond to any such written complaint within five working school days with a written statement (unless unavoidably delayed by needing to set-up additional meetings).

Formal Complaint (with Panel)

If you are not satisfied with his decision, you may appeal to the Governors, whose decision is final. An appeal to the Governors proceeds in the following way:

- i) The complainant should indicate they are not happy with the resolution offered by the Headmaster by sending a written statement to the Headmaster within five working school days of receiving the Headmaster's first statement.
- ii) Within a further two working school days, the Headmaster will send this written statement with his/her written statement to the Chairman of Governors, explaining how he has dealt with the situation, a copy of which will be given to the complainant.
- iii) The complainant then has the right to a panel hearing (in person, on-line, but not in absentia) with two Governors and another independent person appointed by the Chairman of Governors. This meeting will take place within ten working school days of the statements being received.

iv) The complainant can invite another person of his/her choice (however, this cannot be their legal counsel). The Headmaster may be invited to the meeting if appropriate.

v) A decision will be taken at that panel meeting on the basis of the written submissions and what is said at that meeting. Once a verdict has been reached, the decision should be communicated in writing to the complainant and, where relevant, the person(s) being complained about within two working school days.

vi) In the event of an Appeal against the Governors' decision by either the complainant or the Headmaster, this must be sent to the Chairman of Governors within five working school days of the decision. The Chairman's decision will be final.

vii) Persistent formal complaints (which are materially similar to the first complaint, whether or not initiated by a different person, will not be entertained.)

Copies of any decisions (and action taken as a result) on formal complaints should be kept confidentially by the Headmaster's Office and the Clerk to Governors and reported on at the next Governors' meeting.

