



THE ENGLISH COLLEGE IN PRAGUE  
ANGLICKÉ GYMNÁZIUM

## Parental Complaints Procedure

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 & Wellbeing.

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 will respond to any such written complaint within five working days with a written statement (unless unavoidably delayed by needing to set-up additional meetings).

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 days of receiving the Headmaster's first statement.
- ii) Within a further two working days, the Headmaster will send this written statement with his/her written statement to a relevant Governor 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 (possible on-line) with the relevant Governor. This meeting will take place within 10 working days of the statements being received. If the complainant wishes it, this hearing will include two other people (in addition to the presiding Governor) who have not been directly affected by the complaint.
- iv) The complainant can invite another person of his/her choice. The Headmaster may be invited to justify his decision.
- 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 2 working days.
- vi) In the event of an Appeal against the Governor's decision by either the complainant or the Headmaster, this must be sent to the Chairman of Governors within one week of the decision. The Chairman's decision will be final.

Copies of any decisions reached and actions taken at the HM-only or Governor-level (panel) stages outlined above should be kept confidential by the Headmaster's Office and reported to the next Governors' meeting.

Headmaster/feditel: Dr Nigel Brown MSc, PGCE, PhD

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