

COMPLAINTS POLICY AND PROCEDURES



EL ENCINAR

SIXTH  FORM

May2025
Reviewed Jan26
Colegios RC

1. Introduction

Highlands School aims to develop a strong working relationship with all families based on mutual trust and respect.

We seek “The complete integration of the families in the school (...); without this, it is impossible to fully carry out its educational project. The school should be a catalyst for union and collaboration among families. In this way, they will not feel so alone when faced with the difficulties that today’s civilisation supposes for their educational mission. This should result in an intense involvement in school life by these families and in a corresponding “harmony of thought, word, advice and example”⁷¹ between parents and the school. If this is achieved, all parties will want to move in the same direction, accompanying the children and adolescents whose destiny they are committed to” (Regnum Christi Educational Ethos – Statue 127 pg.37)

2. RC practices to foster school-family relationships.

Student progress meetings – Every term, by request, parents can arrange to visit the school and meet with their child’s tutor. These meetings might also be attended by the school psychologist, head of year/stage and/or dean of students as needed.

Tutor contact – All tutors have allocated time slots in the week to receive calls from parents who might have urgent matters to discuss. All parents are given their child’s tutor contact details (work email and tutor times) at the beginning of the academic year.

Parent reps – Every class-group has a designated parent representative who acts as a spokesperson. They are an effective means of communication between school and parents for all practical related matters and for channeling and addressing parents’ concerns.

Parents’ school – Every year, we offer parents the opportunity to be part of a learning community that has some of the most prominent speakers in the fields of education, neuroscience and psychology. Some of this training is also delivered and/or attended by our own staff thus creating a real sense of working & growing together for the benefit of the students.

Family days – In order to truly nurture school-family bonds and for families to interact with one another, our school has a yearly schedule of fayres, masses and family-oriented celebrations.

3. Complaint's policies & procedures

A concern or complaint can be made in person, in writing or by telephone. They may be presented by either parent (or legal guardian) of any students enrolled full-time at the school.

Concerns related to the group's dynamics, academic performance and specific students should be raised with either the class teacher or **personal tutor directly** or through the designated parent representative. If the issue remains unresolved, the next step is to make a formal complaint to the **head of Sixth Form**.

Ms Karen White: kwhite@highlandselencinar.es

Miss Mónica Delgado: mdelgado@highlandselencinar.es

Ms Jo Triviño: jtrivino@highlandselencinar.es

Complaints against school staff (quality of teaching and learning, professional behaviour) (except the headteacher) should be made in the first instance, to the **deputy head of school** (*subdirección ejecutiva*) Maria di Marco via the school office.

Please mark them as **Private and Confidential**.

Complaints that involve or are about the headteacher or deputy, should be addressed to Father Mario López Villareal L.C (Regnum Christi National Delegate for Schools), via the school office. Please mark them as **Private and Confidential**.

Should parents, members of staff or students make a complaint directly to the Congregation's central office please use the following:

Formal complaints:

By email: canaldenuncias@serviciosrc.es By burofax to: Colegios RC, Praderas 1, 28221 Madrid

Queries or complaints regarding data protection contact: •Data protection: dpo@serviciosrc.es

Legal compliance

In accordance with Spanish law, we adhere to the complaint's procedure from our local educational authority (Consejería de educación de Madrid) and formal complaint forms are available for parents and visitors to the school via school office or online:

<https://www.educacionfpydeportes.gob.es/va/servicios-al-ciudadano/catalogo/varios/quejas-sugerencias.html>