



**Schola Europaea  
European School Brussels IV (Laeken)**

# **COMPLAINTS POLICY *POLITIQUE DES PLAINTES***

**Conseil Consultatif de l'École (CCE/SAC)  
13.12.2018**

# COMPLAINTS POLICY

## 1. Introduction

The European School of Brussels IV (Laeken), hereafter called “the school”, aims at developing a strong partnership among all the members of its school community and is committed to provide a high quality education. Communication and transparency are cornerstones of our school ethos.

When things appear to go wrong it is crucial that a constructive dialogue can be facilitated in order to clarify issues and to assure the satisfaction of pupils, parents and staff.

The school will do its utmost to safeguard an atmosphere of tolerance and respect where diversity is treasured as one of its richest school values.

## 2. Complaints

*"A complaint is an expression of dissatisfaction about the policy, the behaviour, the actions, or lack of actions affecting an **individual** or a **group**."*

Any member of the school community may legitimately express dissatisfaction either as an individual or representing a group. In this sense, complaints can also be introduced through the established representation channels (Class Representatives, Pupils' Council, Parents' Association -APEEE-, Staff Representatives...)

The school commits itself to consider and investigate carefully all complaints received and to take swift action to correct inadequate practices or behaviour, when deemed necessary.

## 3. General approach

We believe that most concerns can be resolved satisfactorily by informal discussion over the telephone, by email or through a face-to-face meeting with the people involved.

We believe that issues should be dealt with as closely as possible to their origin. That is to say, by discussing with the person or parties concerned as soon as possible, in a respectful way, with a constructive approach and trying to seek understanding and agreement.

We encourage parents to visit the school and to discuss informally any query or worry they may have with the people concerned before raising a formal complaint. To that end, appointments can be made through the school secretariat.

## 4. Formal complaints

If informal discussion does not settle the matter a formal complaint can be filed.

- Formal complaints must be made in written form. Please, state clearly the nature and circumstances of your complaint using a neutral, objective and non-adversarial tone or word choice.
- Complainants shall not be disadvantaged in any way by raising a complaint.
- The school will not investigate or take action on the basis of anonymous complaints or those raised on behalf of an anonymous third party. All formal complaints must be properly signed and name(s) of the complainant(s) must be clearly indicated.
- If a complaint is found to be frivolous, vexatious or motivated by malice, the European School of Brussels IV (Laeken) reserves the right not to proceed with the investigation of the complaint and, if necessary, to take action against the complainant. The School shall motivate this decision and communicate it to the person(s) concerned in the manner established below (point #5).
- Any person(s) affected by a complaint will be informed about it as soon as possible.
- Please, use the following languages to write your complaints: English, French, German or Dutch. Where possible, the school will answer in the same language or in any of the above.

## 5. Handling of formal complaints

The school will normally acknowledge the lodging of a formal complaint within five working days of its reception.

The school will maintain a “**register of formal complaints**”. This register will be subject to the GDPR (General Data Protection Regulation). It can be made available on request to the educational authorities the school is dependant from.

The school will make all reasonable effort to provide a response within twenty working school days from the date of the lodging of the complaint.

In the case of a lengthy investigation, complainants will be kept informed of its progress.

## 6. Formal complaint escalation

Formal complaints about **administrative issues** will be dealt with in this order by:

- Deputy directors
- Director

Formal complaints about **pedagogical issues** will be dealt with in this order by:

- Head Education Advisor
- Deputy directors
- Director
- Inspectorate

Further to this you may also follow the procedures in chapter XI of the General Rules of the European Schools, article 66 dealing with administrative appeals and article 67 dealing with contentious appeals.