

THE BENALMÁDENA INTERNATIONAL COLLEGE

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POLICY – DEALING WITH COMPLAINTS FROM PARENTS/GUARDIANS

The Benalmadena International College prides itself on providing high quality education and places particular importance upon effective communication with parents. If guardians/parents wish to make a complaint related to any part of the school activities, they can expect to be treated by the school in accordance with this Policy. We take concerns seriously and will investigate any complaint rigorously, ensuring equal and fair treatment of all involved.

For the school to investigate a complaint, it needs to be made within three months of the incident occurring. If a complaint is older than three months, it will not be investigated.

General concerns can be raised through the school leadership and other key stakeholders such as office or teaching staff who can, at any point, ask for a meeting with the Head of School. In many cases parents may liaise directly with the Headteacher as he operates an open-door policy and parents are well aware of this. Specific concerns should follow the procedure outlined below.

Informal Resolution

Step 1

Complaints about any matter relating to school activities should, in the first instance, be discussed with the class teacher/tutor. Minor problems can often be dealt with most effectively through informal discussions and this option should always be considered before pursuing a formal complaint.

Appointments with teachers can be made either personally at the end of the school day, after the last lesson, or by contacting the teacher via their school email address,

Step 2

If the matter is, despite the teacher's best efforts, not resolved to the complainant's satisfaction, the complaint should be addressed by a member of the school leadership. Appointments can be made either in person at reception or via the school email address.

If the matter is not resolved to the complainant's satisfaction, they will be advised to proceed

with a **formal complaint**.

Formal Complaint

If the matter is not resolved to the complainant's satisfaction by the informal process, the complainant may invoke the formal part of the procedure. Parents/ Guardians should do so in writing to the Principal of the school using the form in appendix A providing details of their complaint and the outcome they are seeking. The Principal of the school will acknowledge receipt of the complaint within two school working days of receiving it. A meeting may be convened to discuss the matter further.

The Director of the school will listen to the concern, collect evidence, document and respond to the matter within ten days of the receipt of the complaint.

Records of all conversations and meetings with Parents/Guardians to resolve formal complaints will be kept for two academic years.

Formal Complaint with independent adjudication (Complaints Board)

If the complainant wishes to raise a formal complaint via the school Complaints Board, this may also be done. All paperwork from previous investigations etc will be collated and passed to the board. The Board may also interview complainants and other parties involved in the complaint individually. The Complaints board will carefully investigate and share its findings including recommendations with the School Principal and Administrator. The Complaints board consists of the following;

Member of the PTA	Nichole Bradley
Parent	Alison Franks
Representative of school and Chair for proceedings (Teacher)	Stephen Axford
Member of the school leadership (to be decided based upon potential conflict of interest)	MH/EF/SP/RR

Step 3

Making a formal complaint to the Junta de Andalucía

If Parents /Guardians are not satisfied with the way a complaint is handled. A formal complaint can be made to the Junta de Andalucía. The paper work for this is available in the office (Equally, parents may bypass previous complaint stages and file a complaint in the first instance with the Junta de Andalucía)

Relevant local procedures will be followed in the event of any complaint being queried by the Junta de Andalucia.

APPENDIX A – Formal complaints form

DATE	
Contact information to the person filing the complaint (voluntary information):	
NAME	
EMAIL	
TEL	
Complaint relates to:	
EARLY YEARS	
PRIMARY	
SECONDARY	
SIXTH FORM	
Please describe what has happened and what your complaint is about, provide details such as relevant dates, times and the names of events, alongside copies of any relevant documents.	

APPENDIX A – Formal complaints form

Please describe what kind of action and/or outcome you feel would resolve the complaint.

Signature of person submitting the complaint