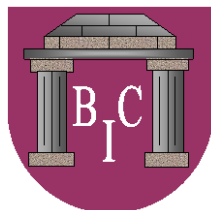


THE BENALMÁDENA INTERNATIONAL COLLEGE

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POLICY – DEALING WITH COMPLAINTS FROM PARENTS/GUARDIANS

The Benalmadena International College prides itself on providing high quality education whilst ensuring each students well-being. 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 P.T.A., who can, at any point, ask for a meeting with the Head of School. 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. We will try to resolve the complaint or problem in the same teacher/tutor meeting.

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 the Early year's coordinator, Primary coordinator, Sixth form coordinator or the schools Vice Principal. Appointments can be made either in person at reception or via the school email address. . We will try to resolve the complaint or problem in the same teacher/tutor meeting.

If the matter is not resolved to the complainant's satisfaction, they will be advised to proceed with a formal complaint.

Step 3

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. This should be done within two weeks after the finalization of the other steps. Parents/ Guardians should do so in writing to the director of the school using the form in appendix A providing details of their complaint and the outcome they are seeking. The Director 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. This will include records of the meetings, complaints and resolutions provided.

Step 4

If the matter is not resolved to the complainant's satisfaction by the formal process, the complainant may request that the matter be taken up by the complaints panel. This is a panel, comprising of 4 representatives from across the school; parents, students, teachers and the school body.

This must request must be done via formal request to info@bic-benal.com or at the school office.

An appointment will be made for the complainant to represent their case to the complaints panel, who will then investigate the matter and communicate their findings and resolve within 2 weeks of the original appointment with the complaints panel.

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.

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.	

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

Signature of person submitting the complaint