

Complaints Policy

Policy Owner: The British School of Almería

Policy Area: General Procedures

Reviewed: June 2025

Next Review: June 2026

RATIONALE AND GUIDANCE

At **THE BRITISH SCHOOL OF ALMERÍA** we aim to provide all of our pupils with a wide variety of opportunities which enable them to achieve their full potential and experience "amazing" learning across all subject areas and in all areas of the school. We want every aspect of their learning experience to be safe and enjoyable whilst we continue to promote the schools key values and provide an excellent education for all.

We fully recognise the important part played by all members of our school community: pupils, staff and families in helping the school to move forward and continually enhance all aspects of our school and the learning of all of our pupils. We value your opinions and commit to analysing the comments, ideas and feedback we receive and using this information to build on the current success of the school.

We also understand that, on occasions there may be some aspects of learning and everyday school life which may not coincide with the expectations of our families or of other members of our school community. With this in mind, it is essential that there is a clear procedure in place for dealing with any issues and complaints as and when they arise. This procedure has been detailed below

At the **BRITISH SCHOOL OF ALMERÍA** we will make every effort to provide a prompt and comprehensive response to all issues and complaints.

AIMS

- To implement a clear procedure for promptly and effectively dealing with any issues and complaints we receive.
- To ensure that all issues are dealt with by the appropriate staff/department
- To facilitate the communication of opinions and ideas amongst the school community
- To address and deal with outstanding issues and concerns in order to improve the learning overall experience at our school for all members of our school community.

COMPLAINTS PROCEDURE

STAGE 1 - Informal complaint

The first point of contact for all families should be a **child's class teacher** (EYFS and Primary) or **form tutor** (Secondary). The form tutor/ class teacher will work with their parents to resolve any issues or concerns raised. The class teacher/form tutor will consult with other members of staff in order to provide a satisfactory response or solution.

There may be occasions when the teacher/form tutor may be unable to resolve an issue alone. In such cases, they will consult the relevant Curriculum Leader or Head of Department/Key Stage.

All Stage 1 complaints addressed directly to the Academic Head/Head of Key Stage/Department will normally be passed to the class teacher/form tutor for their immediate attention unless the attention of a specialist teacher or Head of Department/Stage is required.

Class teachers and tutors should ensure that a record of parent complaints is kept for future reference, noting the date and brief details of the concern raised. We aim to respond to all complaints received within a maximum of 2 working days. If the issue cannot be resolved at this stage, it should be addressed at stage 2.

A full contact list has been included at the end of this policy.

STAGE 2 - Departmental complaint

In the event that we have been unable to provide a satisfactory response to an issue at the first stage, the complaint will be redirected to the relevant **Key Stage Leader, Head of Academic Achievement or Head of Department**.

For your convenience, we have included the contact details of these staff members below:

BSA Complaints Policy

Department and Role	Name	Contact email:
EYFS/KS1		
EYFS/KS1 Coordinator	Amanda Molyneux	a.molyneux@britishschoolalmeria.com
PRIMARY		
Head of Primary	Angela Hawtone	a.hawtone@britishschoolalmeria.com
KS2 Coordinator	Hazel Darrer	h.darrer@britishschoolalmeria.com
SECONDARY		
Head of Secondary	Su Boyd	s.boyd@britishschoolalmeria.com
KS3 Leader	Marie Clement	m.clement@britishschoolalmeria.com
KS4 and KS5 Leader	Elena Maccioni	e.maccioni@britishschoolalmeria.com
Head of Academic Achievement	Cristina Montoya	c.montoya@britishschoolalmeria.com
Head of English	Bethan Jones	b.jones@britishschoolalmeria.com
Head of Mathematics	Gabriella Vacca	g.vacca@britishschoolalmeria.com
Head of Science	Elena Maccioni	e.maccioni@britishschoolalmeria.com

BSA Complaints Policy

The relevant coordinator will liaise with the parents and other members of staff to resolve the issue raised. In some cases, a phone conversation, an online meeting or a face-to-face meeting will be arranged with parents to discuss the matter in more depth.

Stage 2 complaints addressed to the Headteacher will be redirected to the relevant subject leader for their immediate attention.

Stage 1 complaints will be forwarded to the class teacher or form tutor. We aim to respond to all complaints made within a period of 2 working days.

3. STAGE 3 - Formal Complaint

If we have been unable to satisfactorily deal with an issue informally at the previous two stages, a formal complaint should be addressed to the Headteacher via email to:

g.greaves@britishschoolalmeria.com

The Headteacher will contact the parents directly and request further information if required. Each issue/complaint will be investigated with the relevant staff members and in most cases, a meeting will be organised to try and find a solution or to reach a satisfactory agreement. The Head will endeavour to provide an initial response within a period of 2 working days.

For academic issues, we will try to provide a satisfactory solution/response within five working days. Complaints regarding external exclusions should be addressed at this stage.

For issues which require further authorisation, we promise to provide a full response to any issues raised as soon as this is possible. If parents are not satisfied by the response provided by the Headteacher of the school then they should proceed to the next stage of complaint.

4. STAGE 4 - Regional Complaint

If a satisfactory conclusion has not been reached at Stage 4 and if parents wish to raise a complaint at regional level, they may request to be contacted by the Regional Managing Director of International Schools Partnership.

bdevicente@ispschools.com

4a. Panel Hearing

Where required, the Regional Managing Director will set up a hearing of the complaints panel. The panel will consist of the Regional Managing Director of International Schools Partnership, the

BSA Complaints Policy

Headteacher of the School and an independent member of the ISP group not directly connected with our school, possibly a Headteacher from another group school.

Parents will be invited to attend the hearing on a specified date. The parent/carer may be accompanied by another person but legal representation is not required in this case. The panel will endeavour to resolve the issue during the panel review. In the case where further investigation is required, we will endeavour to provide a response within 10 working days. All decisions reached following a panel review will be sent to parents, the Headteacher of the school and where relevant, other staff members involved.

5. Consumer Complaints

Any person who wishes to make an official consumer complaint to the Junta de Andalucía may do so via a consumer complaint form. A copy of this form will be made available by the school, in its digital form, upon request. All complaints submitted in this form will receive a written response within a period of 10 working days.

The representative of the school (Headteacher) will sign to acknowledge receipt of this document. The relevant copy will be kept on record at the school.

6. Recording of Complaints

All formal complaints must be recorded on the school's Complaints Register. The register will include full details of the complaint, the parties involved and the stage of its resolution.

Policy created by: Gillian Greaves

Reviewed by: Gillian Greaves

Date: July 2025

To be Reviewed: July 2026

BSA Complaints Policy

ADMINISTRATION

Headteacher	Gillian Greaves	g.greaves@britishschoolalmeria.com
Head of Administration	Mario Saez Saez	m.saez@britishschoolalmeria.com
Head of IT	Nicolas Escudero	n.escudero@britishschoolalmeria.com
Head of Admissions	Ana Belen Naveros	a.naveros@britishschoolalmeria.com
HR	Victoria Cunningham	v.cunningham@britishschoolalmeria.com
Receptionist	Maria Isabel Maldonado	i.maldonado@britishschoolalmeria.com
Receptionist	Carol Richardson	c.richardson@britishschoolalmeria.com

EYFS AND PRIMARY

FS1	Jane Phillips	j.phillips@britishschoolalmeria.com
FS1	Paula Sánchez Maldonado	p.sanchez@britishschoolalmeria.com
FS2	Clare McKenzie	cl.mckenzie@britishschoolalmeria.com
FS2	Andrea Sánchez Maldonado	a.sanchez@britishschoolalmeria.com
INF SPAN	Verónica Montoya Exposito	v.montoya@britishschoolalmeria.com

BSA Complaints Policy

Y1	Chloe Cullen	c.cullen@britishschoolalmeria.com
Y1	Nazaret Baeza Salas	n.baeza@britishschoolalmeria.com
Y2	Lucy Randall	l.randall@britishschoolalmeria.com
EYFS/KS1	Amanda Molyneux	a.molyneux@britishschoolalmeria.com
Y3	Marcin Karcz	m.karcz@britishschoolalmeria.com
Y4/KS2	Hazel Darrer	h.darrer@britishschoolalmeria.com
Y5	Grace Gerrard	g.gerrard@britishschoolalmeria.com
Y6	Francesca Chuter	f.chuter@britishschoolalmeria.com
SPANISH	Amaya Matínez Guerrero	a.martinez@britishschoolalmeria.com
SPANISH	Cristina Murcia	c.murcia@britishschoolalmeria.com
EAL	Jane Gray	j.gray@britishschoolalmeria.com
HEAD OF PRIMARY	Angela Hawtone	a.hawtone@britishschoolalmeria.com

BSA Complaints Policy

SECONDARY AND SIXTH FORM

Head of Secondary	Su Boyd	s.boyd@britishschoolalmeria.com
KS3 Leader/ French	Marie Clément	m.clement@britishschoolalmeria.com
Academic Achievement/ Business	Cristina Montoya	c.montoya@britishschoolalmeria.com
KS4 and KS5 Leader/ Head of Science	Elena Maccioni	e.maccioni@britishschoolalmeria.com
Exams Officer/ German	Brigitte Vennekamp	b.vennekamp@britishschoolalmeria.com
Secretaria Tecnica/ Lengua y Literatura	Isabel Benito	i.benito@britishschoolalmeria.com
Facilities Manager /Health and Safety Coordinator	Maria del Mar Terriza Garcia	m.terriza@britishschoolalmeria.com
Head of English	Bethan Jones	b.jones@britishschoolalmeria.com
English/Media Studies/PE	Shaun Park	s.park@britishschoolalmeria.com
English (EAL)	Justin Mutter	j.mutter@britishschoolalmeria.com
Maths	Gabriella Vacca	g.vacca@britishschoolalmeria.com
Maths/Physics	Edivaldo da Costa	e.dacosta@britishschoolalmeria.com

BSA Complaints Policy

ICT/Computer Science/Maths	Diane Di Marzo	d.dimarzo@britishschoolalmeria.com
Art	Virginia Ruiz	v.ruiz@britishschoolalmeria.com
Science	Gemma Mugford	g.mugford@britishschoolalmeria.com
Science	Emma Wisbey	e.wisbey@britishschoolalmeria.com
Ciencias Sociales	Juan Francisco Gimenez	j.gimenez@britishschoolalmeria.com
Geography	Ceri Chuter	c.chuter@britishschoolalmeria.com
History	Matthew Smith	m.smith@britishschoolalmeria.com

SECONDARY AND SIXTH FORM

PE	Lázaro Carrasco	l.carrasco@britishschoolalmeria.com
Music	Francisco Martinez Barón	f.martinez@britishschoolalmeria.com
Sociales	Juan Francisco Gimenez Berbel	j.gimenez@britishschoolalmeria.com
PCE/Future Pathways	Elena Morales Tortosa	e.morales@britishschoolalmeria.com
PCE	Ana Belen Lopez Frias	a.lopezfrias@britishschoolalmeria.com
SEND/Maths	Delia Caneppele	d.caneppele@britishschoolalmeria.com

BSA Complaints Policy
