



BCA Complaints Policy

Statement of Intent

The British College of Andorra is committed to providing a high-quality educational experience, supported by open communication, mutual respect, and a strong home-school partnership.

The primary audience of this policy are parents with children currently enrolled at the school, and outlines the procedures by which concerns and complaints should be raised and handled. Alternative routes are provided for pupils and employees to raise concerns or make complaints.

Concerns and, where necessary, complaints, should be made in good faith and with a view toward resolution. The school views the successful resolution of concerns and complaints in the context of continuous organisational improvement and the education provided to pupils.

All concerns and complaints will be handled confidentially.

Policy Statement

1. Communication

1.1 The school must pursue all reasonable means to communicate its policies and practices to parents and students, providing additional clarifications and explanations as needed, and being responsive to feedback on those policies and practices.

1.2 The school must regularly report to parents on the academic progress and wellbeing of their child. In this way, concerns can be raised and addressed, by either party, at an early stage.

1.3 The BCA Parent Representatives system provides an additional communication channel to enhance the school-home partnership. Each class has a Parent Representative who meets regularly with the school leadership.

The Parent Representatives system is not intended to replace the Complaints Policy, but rather to create an open, consultative, and responsive atmosphere where concerns can be addressed collaboratively. The records of these meetings are published to all parents. The Parent Representatives system is not the appropriate forum for addressing the progress or concerns of individual children or classes.

2. Concerns

Concerns should be raised by an individual parent and refer to their child's educational experience. Concerns must relate to personal experience, and cannot be anonymous.

2.1 Concerns about a student's well-being or academic progress

Concerns regarding a student's well-being or academic progress must be addressed at the earliest opportunity to the respective teacher/tutor. The respective Head of Section may also be alerted.

Related concerns that can be addressed in this manner can relate to day-to-day matters such as homework expectations, class communications and class routines.

Resolution should be sought within two weeks. Where the resolution may take longer, the teacher concerned will inform the parent of the expected timeline.

If the matter is not resolved to the parent's satisfaction, the matter may be raised with the Principal (see 2.5, below).

2.2 Concerns regarding safeguarding and child protection

Any concern regarding safeguarding or child protection must be urgently reported and will be addressed in accordance with the BCA Safeguarding and Child Protection Policy, and not through this Complaints Policy.

Concerns should be immediately directed to the Principal or the school's Designated Safeguarding Lead (DSL).

A concern about the school's handling of a safeguarding or child protection concern should be raised with the Principal (see 2.5, below).

2.3 Concerns about a suspected case of bullying

Any concerns regarding suspected bullying must be urgently reported and will be addressed in accordance with the BCA Anti-Bullying Policy, and not through this Complaints Policy.

Concerns should be immediately directed to the Principal or the school's Designated Safeguarding Lead (DSL).

A concern about the school's handling of a bullying concern should be raised with the Principal (see 2.5, below).

2.4 Concerns about school admissions decisions

Any concerns regarding decisions made in regard to school admissions should be raised with reference to the BCA Admissions Policy.

The decision over whether to admit a child to the school is taken by the Principal. Concerns will be heard and carefully considered. Complaints from new or returning families regarding admissions decisions are not admissible.

In the specific case where an existing parent of a child enrolled at BCA wishes to raise a concern regarding the non-admittance of a sibling, the concern should be raised with the Principal (see 2.5, below).

2.5 Concerns about other aspects of school operations or strategy, or the school's implementation of its written policies.

Concerns should be raised with the Principal.

Resolution should be sought within 2 weeks. Where the resolution may take longer, the Principal will inform the parent of the expected timeline.

Where a parent regards the matter as unresolved, or wishes to express formal dissatisfaction with a decision or the action/s of the school, they may proceed to lodge a formal complaint (see section 3, below).

2.6 Whistleblowing

The BCA Whistleblowing Policy addresses specific concerns of unethical or illegal practices that may not be covered by this Complaints Policy.

Key Difference: Complaints vs Whistleblowing

- **Complaints Policy:** Addresses general grievances or concerns regarding school operations or the application of the school's written policies. This policy is typically used for concerns such as academic progress, behavioural issues, or school rules.
- **Whistleblowing Policy:** Specifically designed for serious concerns related to unlawful activity, unethical practices, or misconduct. This includes but is not limited to issues like fraud, safeguarding violations, corruption, or other actions that threaten the integrity of the school. Whistleblowing is aimed at those who wish to report such incidents in good faith, without fear of retaliation.

Whistleblowing concerns should be raised immediately with the Principal (see 2.5, above) or the Administrator.

3. Complaints

A complaint is a formal expression of dissatisfaction with a decision or the action/s of the school. The aim of the complaint is to seek formal recognition, accountability, and resolution.

3.1 To register a complaint, unresolved concerns arising from 2.5 (above) should be submitted in writing to the Principal, and clearly marked as a 'formal complaint'.

3.2 Complaints that have not been previously noted and addressed as concerns will first be addressed as outlined in section 2, above.

3.3 Complaints must be submitted within three months of the concern being first raised, except where they concern safeguarding, child protection or suspected cases of bullying.

3.4 All complaints will be recorded, and the Administrator appointed by the school's owners will be informed by the Principal as soon as reasonably practicable.

3.5 The Principal may investigate directly or delegate to another senior staff member.

3.6 A written outcome and, if required, a decision, will be provided to the complainant, typically within ten working days.

3.7 If dissatisfied with the outcome of a formal complaint, the complainant may appeal to the Administrator appointed by the school's owner.

3.8 Appeals must be submitted within five working days of the Principal's communication of the outcome and/or decision (3.6, above)

3.9 The Administrator and any other person appointed by the school's owners will hear the complaint, the manner in which it has been addressed, and the outcome that has been communicated by the Principal. The complainant may be invited to meet with the Administrator.

3.10 A written decision will be provided by the Administrator within five working days of the hearing. This decision is final.

4. Other Authorities

4.1 School Owner

British College Overseas SL, as owner and proprietor, is a company domiciled in the Principality of Andorra, in the town of Andorra la Vella, Carretera de la Comella, s/n, registered in the Register of Companies of the Principality of Andorra with tax registration number 712650-U, and e-mail address info@bcandorra.com.

4.2 Govern d'Andorra

The operations of the school are subject to the legal framework for Andorra, and as it pertains to private schools. In particular, in responding to concerns listed under 2.2 (Safeguarding and Child Protection), 2.3 (Bullying) and 2.6 (Whistleblowing), the school must follow the legal obligations placed upon it. The school's policies for health and safety must furthermore be legally compliant.

The Govern d'Andorra does not oversee or have jurisdiction over matters related to curriculum, the quality of teaching and learning, or school admissions or exclusions. Concerns or complaints in relation to these matters will be redirected for resolution to the school.

4.3 Inspection and Accreditation

The school is periodically inspected by the National Association of British Schools in Spain (NABSS), on behalf of the British Council, Madrid, which is the accreditation body. Concerns or complaints raised with NABSS or the British Council will be redirected for resolution to the school and its owners.

The school is accredited by the International Baccalaureate and Pearson Edexcel to administer public examinations. Concerns or complaints raised with the examination board will be redirected to the school for resolution.

Approved by: Principal

Date: April 2025