

COMPLAINTS FORM FOR BRITISH SCHOOLS IN SPAIN (*compulsory field)

British Council does not 'specifically' investigate individual complaints but will ask the school inspectorates to take these complaints into account when the school is next inspected. British schools in Spain must have a procedure in place to handle complaints and that procedure must be publicly available and accessible to parents. Ask the school for a copy of the complaint's procedure. This procedure must offer you the opportunity to do the following:

1. Resolve the issue informally (e.g., by speaking to a teacher or member of staff).
2. If you are not satisfied, to submit a formal written complaint to the headteacher or head of studies.
3. If you are still not satisfied, to arrange a meeting with a panel of members not directly involved in the issue raised.
4. That the above is recorded including school actions (even if the school decision is no action)

British Council (education@britishcouncil.es) will **ONLY** acknowledge complaints related to the quality of teaching or to compliance with British educational standards, and will only do so when the school's complaints procedure has been followed in full (we will ask for the final reply provided by the centre). Cases of bullying and/or safeguarding should be directed to the designated safeguarding and wellbeing coordinator in your school and to the regional authorities' educational inspection services as the British Council has no jurisdiction nor authority to intervene in such cases. British Council will only acknowledge complaints about schools submitted by a member of staff or by a parent of a pupil at the school in question. We will endeavour to respond to the complaint within a maximum of 15 working days of receipt.

Name of school* _____ Headteacher* _____

Full address* _____

Briefly describe the cause of your complaint*

Date mediation panel convened: (please attach the notes accompanying the mediation panel's decision to this form)

If you believe that you have not been allowed to follow the complaints procedure in full, please explain why below*:

Explain the reasons for your first complaint about the school*

Explain why you believe the school did not give your complaint due attention*:

Maximum 6000 characters

[See the British Council Complaints Procedure](#)

COMPLAINANT DETAILS:

Full name*: _____ Father/Mother of*: _____
(indicate your relationship with the school if you are not the father/mother of a pupil) *

Full address* _____

Telephone: _____ E-mail: _____ (you will receive a swifter response by e-mail)

Check this box if you DO NOT wish us to share your personal data with third parties while investigating your complaint and reaching a decision.

Please note that it will be difficult to investigate your complaint if you do not allow us to share your personal data with third parties. You should also be aware that, depending on the circumstances, we may be obliged to share your personal data with other institutions, either because of our duty of care (e.g., in cases of child protection) or at the order of the courts (e.g., in the case of legal disputes between the parties).

In compliance with Organic Law 15/1999 on the protection of personal data, we hereby inform you that your personal data will be added to the files held by the Delegación en España de la Fundación British Council, the registered office of which is at Paseo General Martínez Campos, 31 – 28010 Madrid, for the sole purpose of handling your complaint in accordance with the procedure established by the British Council in Spain. You authorise us to share those personal data with the Monitoring Committee, which comprises representatives of the bodies responsible for inspecting British schools in Spain, for the purpose of investigating the complaint submitted. You may exercise your rights to access, modify, delete and challenge those data by writing to data.protection@britishcouncil.es, indicating the name of the school about which you submitted a complaint.