



COMPLAINTS AND APPEAL POLICY

2025 - 2027

APPROVED/ENDORSED	30/04/2025
NEXT REVIEW	29/04/2027



BCA POLICY STATEMENT

This policy has been written by **BRITISH CAMPUS ALGERIA**, and we believe that all complaints and appeals, within our school; are always of great importance, and will always remain our top priority. This policy is essential for ensuring a secure and supportive environment for our students first, hence; it reflects our principles, vision, and our obligations- ‘Your Voice, Our Commitment!’. BCA is always open to suggestions, recommendations; we value open communication, as well as we are fully committed to solving any kind of complaint or concern in a very transparent, swift and fairly manner.

AT BCA, WE DEFINE

BCA Complaints and Appeal policy is a formal set of guidelines and procedures that outlines how students, parents and guardians can file an official appeal, in case they think that there is a need to review any kind of complaint/s. It includes, but not limited to: students’ disciplinary/rewards, academic results, teacher-student relationship, non-inclusion; as well as any issue that in general affects our students either academically, emotionally or socially.

SCOPE OF APPEALS/COMPLAINTS

This policy applies to, but not limited to:

- General complaints/appeals, if not dealt according to BCA policy
- Learning quality
- Disciplinary actions
- Rewards system
- Attendance-related issues
- Exclusion/s from any BCA ECAs, field trips or simply school’s activities
- Special students’, parents’ or guardians’ meetings, committees or student-led initiative
- Unfortunate academic or non-academic incidents, special days...
- Any other BCA administrative decision or issue
- Or any issue/s that is related and affect/s our students any way/s



BCA KEY PRINCIPLES

At BCA, we believe that our policy is often grounded in several key beliefs or principles that reflect BCA values, and they are as follows:

- **Transparency:** All students, parents and guardians have the right to challenge any school's decision/s that either directly or indirectly affects any student's education within BCA premises. Hence, they deserve to be heard; and more importantly, go through a very straightforward, easy to follow and translucent process.
- **Responsibility and Accountability:** BCA is fully responsible and accountable in taking any kind of complain/s seriously, and must be dealt with in timely-manner. We are also very open to reviewing decisions, dealing with appeals; as well as making necessary amendments, if needed for the sole purpose of ensuring our students' positive learning journey.
- **Privacy and Confidentiality:** Any kind of appeal or complaint/s must be treated at the utmost confidential level, and avoid any side or unfortunate impact on any student. Also, all parties that are involved in any appeal process must be treated positively, and sensitive information must be handled with care; as per our Data Policy.
- **Supportive Environment:** BCA Appeal policy is very clear, and its goal is to empower and enhance students' learning and wellbeing, without any obstacle that might affect them.
- **Respect and Teams' High Spirits:** At BCA, respect and team work are our foundation to promote a 'family' school that accepts all students, no matter what their backgrounds, ability...are; and we emphasize on mutual respect and team work.
- **Equality & Fairness:** BCA believes, promotes the concept of equality, and treat all students equitably in all cases and stages.



ROLES & RESPONSIBILITIES

At the start of every Academic Year, BCA leadership appoints an Appeal/Complaint Committee, which is in charge of administering and responding to all informal and formal cases. Our policy emphasizes on that each member of this committee is expected to act impartially, maintain confidentiality, fairness and most importantly; separate the professional and personal sides; while dealing with any case. Also, Committee members are trained to collect, analyses and use data to strengthen the case; while emphasizing on evidence-based system; rather than personal views or opinions.

Executive Leadership

BCA Appeal Committee is led under the Principal/Headmaster, and supported by the Head of Secondary and Primary. It is their obligation to nominate the committee's Chair and members, finalize its constitution, communicate, train, mentor, coach members; while focusing on sensitive areas such as confidentiality, transparency, fairness, evidence-based and professionalism.

Appeal/Complaint Committee

This committee is led by a democratically led Chair, and includes both academic and administrative members, whom should have different backgrounds. This policy's mandate is for every 2 years, and one term before the end of its 2-year mandate, new appointments will be made and officially announced.

The Committee Chair

- Leads the appeal from the beginning/hearing stage until the end
- Ensures that the process is handled with utmost privacy and confidentiality
- Assures fairness and no personal intervention or view is applied
- Maintains order, manages proceeding timing
- Ensures all voices are heard
- Aligns decisions with the presented evidence and all this policy guidelines
- Summarized key points, and makes the right decisions
- Guide and supports all this committee's members equally
- Communicates and shares all findings to all involved parties
- Leads the appeal timeline, and suggests contingency plans, if necessary
- Takes both preventive and corrective measures



Committee Members

- Engage and contribute to the committee's sessions in different ways
- Maintain a high level of confidentiality and privacy
- Make sound suggestions based on this policy procedures
- Investigate further, when necessary
- Share any additional information or details
- Ask questions and challenge professionally all cases
- Offers academic or non-academic standards, practices, knowledge, expertise or past cases' outcomes
- Support committee's colleagues in all needed areas
- Share all meetings' personal notes, cross-check and finalize the summary
- Act impartially, and facilitate when necessary

OVERALL PROCEDURES

BCA appeal's procedures follow a well-structured, easy, fair, clear and step-by-step process to promote its key principles, as described above. We categorize appeals in 2 shapes:

1- Informal/Verbal Appeal

We highly encourage our students, parents and guardians to proceed with the informal way by discussing the issue with the designated staff, while looking at a resolution or any mutual compromise, before taking any official procedure. If the appeal is lodged and solved, then it is the best option of this policy; as BCA promotes positive communication, acceptance, understanding and more importantly; it promotes a spirit of 'win-win situation' in all cases. If no mutually-agreed outcome/s is reached, then the involved part/parties have no choice, but to move to file a formal complaint.

2- Formal/Written Appeal Submission

In this case, any student, parent or guardian has the right to submit an official appeal to BCA designated staff, with a specific and detailed report. In other words, this report must include the location, date, time, reason, involved parties, expected outcomes, background...

2.1- BCA Appeal Acknowledgment: In case of any official appeal is filed, it is BCA's full responsibility to acknowledge the appeal in writing within 5 working days. Also, the response must outline the next steps, expected timeline; as well as the designated staff contact information.



2.2- 360 Review, Investigation & Triangulation: Once the appeal is filed and acknowledged, the Appeal Committee reviews, investigates, interviews, triangulates, compares, cross-checks, and consults additional resources, if needed and necessary.

2.3- Decision and Communication: Once a full and fair investigation is completed, BCA must inform the student, parent or guardian about the outcome/s, results, impact/consequences that might be inevitable due to the severity of the case. This has to be in written, filed properly, and this stage requires 5 working days. BCA Appeal Committee also communicates the decision verbally, and inform the other party about the written letter/notice for the sole purpose of strengthening mutual trust and partnership, avoid mis-communication, unread or missed emails, and lost letters.

2.4- Further Appeal: If any involved party is unsatisfied with the school's decision or the appeal's outcome, he/she has the right to file directly a further appeal to BCA Executive Leadership for further consideration and action.

2.5- Confidentiality: Privacy and confidentiality matters are always a top priority to BCA, and our records are securely stored in inaccessible areas. Only authorized staff have access, while complying with strict policies; and are held fully responsible for any confidentiality breach.



VISUAL SUMMARY

STAGE	ACTION	TIMELINE
Informal Appeal/Verbal	Discussion, Compromise & Solution	5 Working Days
Formal/Written Appeal (If the Issue is not Solved)	Official Submission	5 Working Days
Appeal Acknowledgment	Appeal's Written Confirmation	5 Working Days
Review, Investigation & Triangulation	Evidence-Build Up & Full Investigation)	10 Working Days
Outcome & Communication	Decision-Sharing & Written Response	5 Working Days
Further Appeal, if Needed & Necessary	Submission to the Executive Leadership	10 Working Days

RECORD-KEEPING

BCA ensures that all appeal's complaints' documents and files must be stored confidentially in a very limited access areas, and kept for a minimum of 3 years. This policy is in line with our Safeguarding and Data Protection Policy.

BCA RIGHTS

BCA has the right to:

- Involve and engage external parties, when needed and necessary
- Comply with all Algerian laws and regulations
- Invite official government and private accredited institutions' officials to any appeal; and in case of a severe case that requires a very careful and studied decision
- Expect that all parties respect and comply with its internal policies, including this policy
- Limit appeals' quantity, if overloaded,
- Extend timelines, and remove any suspicious member
- Not to proceed with any complain, if deemed non-authentic, solved or repetitive



STAKEHOLDERS RIGHTS

BCA students, parents or guardians have the right to extend their appeal/s externally or seek external help, in case of non-satisfaction regarding the committee's decision/s. In this case, BCA must be informed and fully cooperates during the process. In case of BCA integrity or reputation is at risk in any case, then it has no choice but to take action/s based on its internal policies to safeguard and protect its students' interests, outcomes and confidentiality.

GRIEVANCE

Students, parents and guardians, who believe that they have not been heard, denied any kind of appeal or complaint access policy, treated differently, or simply not happy with any appeal request's results; have the right to file a grievance with BCA Leadership Team for further investigation and action. This is in line with BCA inclusive and equal opportunity/ies to all.

APPROVAL & REVIEW

BCA is professionally committed to continuously protect, plan and execute this policy, ensure compliance from all BCA parties, and make positive changes; whenever necessary, as well as involving and engaging all relevant laws, governmental regulations or legislation.

This policy will be reviewed and evaluated every two years, and within the frameworks of BCA. At BCA, we support the practice of conducting quarterly audits to evaluate the level of compliance, strengths, and identify areas for improvement. Once completed, then a feasible plan of action with fixed targets can be designed, implemented and monitored continuously.

This policy has been approved by BCA leadership, and endorsed by BCA Board of Trustees. We highly expect all BCA stakeholders to adhere to its provisions, honor its terms, contribute to their utmost; work as a team; and make this policy a great success.