



Oakwood British School Complaint Form

Partida Els Tolls, 19 03502 Benidorm info@oakwoodprimary.net Tel 622 23 81 74

All complaints will be formally acknowledged within two days and a response will be issued within 5 days from the receipt of the written complaint.

Name:

ID Number:

Phone Number:

Email:

Date:

Nature of complaint (please select):

☐ Academic (program, course content, delivery method, instructor, learning environment, access to resources,

☐ etc.) Non-Academic (student services, safety concern, administrative action, procedure, decision, etc.)

Have you attempted to resolve your complaint by verbally communicating with the school? Yes No

If yes, please provide any evidence of resolution steps (include dates, times, names, etc.):

Summarize the nature of your complaint using factual information in your narrative. You may attach an additional sheet of paper if needed:

Specify the outcome being sought:

With any additional comments, please attach a separate sheet to this form. Please submit a copy of this complaint form via email to info@oakwoodprimary.net or in hard copy at the School reception office.

I hereby declare the information on this form is correct, true, and complete to the best of my knowledge. I understand that any misrepresentation of the information may result in the dismissal of this complaint from further action

Signed:

Date: