

# Complaints Policy

**Your voice matters.** If you have a concern, don't keep it to yourself, let's talk about it! Here is our friendly, step-by-step guide on how we can resolve any issues together.

## 1. What Can You Talk to Us About?

You can reach out to us regarding anything that affects your student life, such as:

- **Your Classes:** If you have questions about your lessons, feedback, or learning materials.
- **Our Staff:** If you've had an interaction with a teacher or staff member that didn't feel right.
- **Campus Life:** Concerns about the building, facilities, or even your fellow students.
- **Admin & Finance:** Questions about your admissions, certificates, or payments.

## 2. Our Promises to You

- **We Listen Without Bias:** Every concern is treated fairly and seriously.
- **It's confidential:** We only share details with the people needed to fix the problem.
- **No Hard Feelings:** Raising a concern will never affect your grades or your standing at the school. We appreciate your feedback because it helps us improve!
- **We're Quick:** We aim to get things sorted as fast as possible so you can get back to your studies.

## 3. How to Resolve a Problem (The 3-Step Journey)

### Step 1: Let's Have a Chat (Informal Resolution)

Most problems can be solved with a simple conversation! If you're unhappy with something, try talking directly to the person involved (like your lecturer or a student advisor). We usually aim to fix these little hiccups within 5 working days.

### Step 2: Let's Make it Formal (Investigation)

If the chat didn't solve the problem, you can fill out a Student Complaint Form at the Admin Office.

- Our friendly team will look into the evidence and give you a formal written answer within 10 working days.

### Step 3: A Second Look (Appeal Panel)

Still not happy? No problem! You can ask for an appeal.

- We will put together a fresh panel of people who haven't been involved yet to listen to your case. You can even bring witnesses or friends to support you.

#### **4. Grievances: "I have a concern about conduct"**

A grievance is specifically for when you have a concern about how someone has behaved—whether it's a staff member or a fellow student.

- **We've Got Your Back:** We have a zero-tolerance policy for bullying or any kind of unkindness.
- **Safe Reporting:** You can tell us anything in total confidence. You can use the Student Portal or email us [aida@csss.es](mailto:aida@csss.es).
- **Mediation:** Sometimes, all it takes is a little help to clear the air. Our Equality & Inclusion Officer is here to help everyone find a respectful way forward.

#### **5. A Couple of Small Rules**

- **Be Open:** We can't really investigate anonymous complaints, so please tell us who you are so we can help you properly!
- **Be Kind:** We're all here to learn and grow. Please keep your complaints honest and respectful.
- **Group Power:** If a whole class has the same concern, pick one "spokesperson" to talk to us—it makes communication much smoother!

**We're here for you!** If you need any help starting this process, just stop by or email us at [studentservices@csss.es](mailto:studentservices@csss.es) Let's work together to make your time at C3S the best it can be!