

COMPLAINTS PROCEDURE for STUDENTS

We will listen to your complaints and treat them seriously.

Our policy covers complaints about:

- Homestay accommodation
- Classes
- Social Programme
- Teachers or Leaders
- Other students
- General staff
- Invoice or payments

We will treat your complaint in confidence.

We will deal with your complaint quickly.

How to complain:

We have a 3 stage procedure:

1. You make your complaint to a member of the Management Team in the office.
2. If you are not happy with the response you receive, you can ask for a review by the Managing Director, Darrell Dumenil
3. If you have followed stages 1 and 2 of our complaints procedure and are still not satisfied you should contact

EnglishUK (the English language school employers federation).

Address: 219 St John Street, London EC1V 4LY

Telephone: 020 7608 7960

e-mail : info@englishuk.com

Sometimes, complaints can be more serious.

If you are worried about any of the following things (**issues**) listed below, speak to a leader or go to the office at May Cottage and speak to a member of the Management Team.

Issues:

- the health and safety of a person
- a member of staff is behaving badly or inappropriately
- a person has broken UK law
- a serious incident has happened but has not been reported
- someone is trying to hide information about any of these issues

A complaint of this kind is known as '**whistleblowing**' and it will be dealt with as follows:

- The meeting will be confidential and your identity will be protected
- A member(s) of the Management Team will be responsible for deciding what to do.
- However, if a student speaks to a member of the Management Team about something and then wishes not to proceed, the Management Team involved will have to consider whether the issue should still be investigated.
- If the complaint is about a member of the Management Team, then speak to the Managing Director of the school.