

## Complaints Procedure Policy

### Objectives

We aim to ensure that:

- making a complaint is as easy as possible and all students know how to make a complaint;
- a poster is displayed around the school explaining what to do if a student is unhappy;
- we consider a complaint to be any expression of dissatisfaction with our service which needs a response;
- we treat it seriously whether it is made in person, by telephone, by letter, by social media, or by e-mail;
- we deal with it quickly, politely and, where appropriate, informally (for example, by telephone);
- we respond in the right way — for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints and use them to improve our service.

### How do you make a complaint?

- You can make a complaint in writing, by e-mail, by telephone or in person. If you are writing or e-mailing your complaint, please provide your telephone number if you would like a response by telephone. If you are e-mailing, please say if you would like a reply by e-mail and, if not, please provide a postal address.
- If you wish, you can make your complaint directly to the person it concerns. Complaints about accommodation should be directed to the Accommodation Officer (Della Dunsby); complaints about your lessons should be directed to the Director of Studies (Alex Nicholls). Other complaints should be directed to the Principal (James Nicholls). If in doubt, contact the office to receive advice.

### What happens next?

- We will reply within 15 working days from when we receive your complaint. If it is not possible to give you a full reply within this time — for instance, because a detailed investigation is required — we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.
- That full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. You can ask for your complaint to be referred to your agent (if you haven't already done so), who can represent your case.

- If, following our response, you are still not satisfied, you can contact English UK to use the services of an independent ombudsman. Further information is available at [www.englishuk.com](http://www.englishuk.com).

This Complaints Procedure Policy was last reviewed: was last reviewed by Alex Nicholls on 07/03/2017 and will be reviewed again before: 31/12/2017.