**Suzanne Sparrow Plymouth Language School**

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**COMPLAINTS PROCEDURE**

**Principles**

* The school is committed to providing clear lines of communication for students to voice complaints
* The school will make every effort possible to resolve any complaints received by the students during their stay

**Procedures**

* Any student wishing to make a complaint regarding any aspect of the school should in the first instance address his or her complaint to the Welfare Officer or Designated Safety Person (DSP)
* The Welfare Officer/DSP will make every effort to understand the grounds of the complaint
* The complaint will be passed on to the relevant person/department to be addressed
* Where possible, action will be taken to resolve the complaint and where necessary procedures will be amended to satisfy the complaint
* Where no action is taken, the student making the complaint will be advised of the reasons for this
* A full record of the complaint, and any action taken, will be kept by the Welfare Officer or DSP in the complaints file
* In the event of a matter being unresolved an external independent adjudicating panel would be set up with a legal representative and English UK support member

*Reviewed: Aug 2016*