

## **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 Principal/Director of Studies
- The Principal/Director of Studies 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 Principal/Director of Studies 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: April 2018*