

CUSTOMER CHARTER

The Customer Charter aims to improve access to the Suzanne Sparrow Plymouth Language School Services and to improve quality.

The Charter informs customers of the standards of service to expect AND what action to take if anything goes wrong.

The Charter is reviewed and updated on a yearly basis.

Standards of Service

The Suzanne Sparrow Plymouth Language School is committed to promoting a positive learning environment amongst its students and staff.

The school provides a safe, caring educational environment with close adherence to welfare and safeguarding regulations.

Complaints

The school makes every effort possible to resolve any complaints received by the students and homestay providers within 24 hours.

Any student wishing to make a complaint should address the complaint to the Director of Studies or the Principal who will ensure the complaint is passed 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 will be advised of the reason for this.

A full record of the complaint and any action taken will be kept by the Director of Studies or the Principal 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.

Contacts

All enquiries and bookings by e mail at study@sparrow.co.uk

Website www.sparrow.co.uk

By surface mail to Suzanne Sparrow Plymouth Language School
Barncroft, 72–74 North Road East, Plymouth,
Devon PL4 6AL
Tel +44 1752 222700

Assurance - Fair Service

The school strives to maintain a learning environment for its students in which honesty, integrity and respect are constantly reflected in personal behaviour and standards of conduct. The well-being, development and progress of students are of primary importance. The school promotes a learning environment which is completely free from bullying and demonstrates respect for diversity and equality.

Legislation

The school is accredited by The British Council and is a member of English UK. Inspections are carried out by the British Council.

Reviewed: April 2018