

COMPLAINTS POLICY & PROCEDURE

Our Policy

- To listen to all complaints and suggestions.
- To help students and staff to make complaints and suggestions.
- To resolve problems in the best way and as quickly as possible.
- To tell students and group leaders about the SCL complaints policy at induction.
- To give all students the opportunity to give feedback.
- To act on negative feedback as quickly as possible.
- To make sure the Administrative Team reviews all comments made by students and advises the correct departments so the necessary action can be taken.
- To make sure the Management Team are aware of any suggestions or comments that should be considered for future action.

Student Complaint Procedure

We want you to be happy with the school and with your accommodation. If you have a complaint, please speak to the relevant member of staff:

- **Accommodation:** Denisa Sava, School Accommodation Manager on reception
- **Classes:** Gary Speirs, the Senior Academic Administrator, or Paul Clarke, Satellite Centres Operations Manager. They are usually in the studies office.
- **Welfare:** Petra Jedlickova, the Welfare Officer. She is usually on reception.
- **Safeguarding:** Byron Skelton, the Designated Safeguarding Lead, or Denisa Sava, the Deputy Safeguarding Lead

If you are not satisfied you may put your complaint to Byron Skelton, the Head of EFL. Please ask at reception if you would like to speak to Byron.

You may be asked to put your complaint in writing and you will receive a reply within 3 working days. Please email Byron at byron@staycampus.com

If you still feel the matter has not been resolved, you may write to:

The Ombudsman English UK, 219 St John Street, London EV1V 4LY

How Student Complaints are Dealt With

Teaching

If you are unhappy with your class or level, please speak to your teacher first or speak to Gary Speirs, the Senior Academic Administrator, Paul Clarke, Satellite Centres Operations Manager. They are usually in the studies office and will take appropriate action.

The Senior Academic Administrator will discuss the problem with the teacher concerned and identify solutions. The class may be observed by the Senior Academic Administrator and the teacher or the student moved to a different class if necessary. This will be followed up after a few days to ensure the matters have been resolved.

For serious complaints you may be asked to complete a complaints form.

Accommodation

Any complaints or suggestions will be passed to the Stay Club Housekeeping Team by the Welfare Officer, Petra Jedlickova, Groups Coordinator, Laura Robertson or School Receptionist, Gisela Poloni.

These will be followed up by SCL to ensure matters have been resolved.

A written record of all complaints is kept in the Complaints Book.

Reviewed: **August 2019**