

CUSTOMER CHARTER

Pursuing Excellence in English

The Customer Charter aims to improve access to Stay Campus London services and to improve quality.

The Charter informs customers of the standards of service to expect and what action to take in the event of any problems.

The Charter is reviewed and updated on an annual basis.

Assurance - Fair Service

Stay Campus London works hard to maintain a learning environment for its students in which honesty, integrity and respect are always reflected in personal behaviour and standards of conduct.

The school is committed to promoting a positive learning environment amongst its students and staff.

The well-being, development and progress of students are of primary importance.

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

The school promotes a learning environment which is completely free from bullying and demonstrates respect for diversity and equality.

Complaints

The school makes every effort possible to resolve any complaints received by a student within 24 hours.

Any student wishing to make a complaint should address the complaint to the Welfare Officer, Petra Jedlickova, or Designated Safeguarding Lead (DSL), Byron Skelton, who will ensure the complaint is passed to the relevant person 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 Welfare Officer, Petra Jedlickova or Head of EFL, Byron Skelton, 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 email to: info@staycampuslondon.com

Website: www.staycampuslondon.com

By telephone: **+44 (0) 203 141 7539**

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: **August 2019**