

## STUDENT FEEDBACK POLICY

### Aim

Stay Campus London obtains feedback on all aspects of the students' experience, including classes, teachers, accommodation, facilities, social activities and the reception service. Any negative feedback will be dealt with promptly by the academic management team. All students have the opportunity to give feedback and any we receive is collected and used to improve our products and services.

### Procedures

On the first morning of class, an induction is given to all group leaders who are advised who to contact if they have a problem. The following members of staff should be contacted about the following areas:

- **Accommodation** Laura Robertson, Groups Co-ordinator
- **Social Programme** Petra Jedlickova, Groups Liaison Manager
- **General enquiries** Gisela Poloni, School Receptionist
- **Welfare Issues** Byron Skelton, Designated Safeguarding Lead or Denisa Sava, Deputy DSL

All students will receive an induction in their first class to introduce these members of staff and provide information on where to find them.

Students and group leaders are encouraged to give feedback so that problems can be dealt with quickly and effectively. If a problem cannot be resolved, they are advised to follow the Complaints Procedure. This is on display around the school and is sent to group leaders before the arrival date.

On the second day, students are given a 2<sup>nd</sup> Day Feedback Form to ensure any initial problems are dealt with promptly.

On the last day, all students receive an End of Stay Feedback Form. This invites students to rate and comment on lessons, accommodation, the social programme and customer service. Information gathered from the forms is fed back to teachers and administrative staff.

Data from the feedback forms are collated monthly and the forms are archived and passed to the Head of EFL, Byron Skelton, and Quality Assurance Manager, Susan Brearey.

Reviewed: **August 2019**

