324 Wimborne Road • Bournemouth • Dorset • BH9 2HH • UK
Telephone: +44 (0)1202 546875 Facsimile: +44 (0)1202 546873
E-mail: info@capitalschool.co.uk Website: www.capitalschool.co.uk

<b>Complaints Procedure</b>	FUNCTIONAL AREA: WHOLE SCHOOL
Reviewed: March 2017	Reviewed periodically

Capital School of English (CSE) staff are here to help students and make their stay with us educational, enjoyable and memorable.

#### 1. OVERVIEW

Concerns, problems and complaints can often arise from the consequences or perceived consequences of resource allocations, operational difficulties, working practices or individual actions.

This procedure outlines the informal and formal stages by which a complaint may be made at CSE. At all stages the aim of this policy is to reach a mutual understanding of the problems so that improvements can be made where necessary.

#### 2. OBJECTIVE

Establish a guideline to handle and manage complaints from different sources in terms of opportunities, confidentiality and quality.

#### 3. GUIDELINES

A complaint is an expression of dissatisfaction verbally or in writing made by students, parents/guardians, Educational Tour Operators (ETOs) or a member of a homestay provider.

- Anyone making a complaint will be treated seriously and courteously and given the time they require to be heard.
- Complaints will be treated confidentially.
- CSE aims to resolve all complaints and concerns as early and informally as possible.
- Anyone making a complaint will be advised of the way in which the complaint is likely to be handled and the results of any action taken.
- Anyone making a complaint should feel able to raise concerns with any member of staff without any formality, either in person, by telephone or in writing.
- A witness any additional member of staff will be present if the person(s) making the complaint want to discuss their matters with the Managing Director.

#### 4. RELATED FORMS & DOCUMENTS

- APPENDIX 1: Complaints Flowchart (see website)
- APPENDIX 2: Student Issue Form (used by the Accommodation Team)

#### 5. PROCEDURE

#### What to do if you have a problem or concern?

The steps to handle complaints depend on the source:

- a. Student(s)
- b. Parents / Guardians / ETOs.
- c. Homestay providers





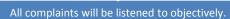






## Overview of the complaint procedure (for all sources):

Individual concerned speaks to a member of the CSETeam.



The member of staff may explain to the Parent/Guardian/Educational Consultant how the situation arose and how the situation will proceed.

They may need to consult with colleagues if unsure of how to proceed.



FORMAL: The person making the complaint may be required to formally write the complaint.

involved.

The member of staff may explain to the Parent/Guardian/ETO how the situation arose and how the situation will proceed.

The individual concerend will be notified of the plan of action, including what will happen next to resolve the issue and how to improve the situation.

The complaint, the plan of action and outcome will be recorded.

All parties will be informed of any plan of action required as a result of the complaint raised.

The student/parents/guardian/ETO/Homestay provider will be asked for feedback after the process.

If the concern is not resolved the Director of Studies / Finance Director will proceed with the complaint.

If the concern still continues the Managing Director will proceed with the complaint.

If the problem has not been resolved by the school, individuals directed to EnglishUK or Qualiity English student complaints















## a. Student (s)

- Students are informed about the Complaints policy and procedure and shown the Complaints Flowchart on their first day during their Induction.
- The Complaints Flowchart is displayed in all classrooms and on student noticeboards around the school.
- Students are encouraged to express their concerns, suggestions or issues in an informal way with any member of the staff.

## Relating to the Academic Department (e.g. classes/level):

Speak to your teacher If the concern continues, speak to the **Director of Studies** If the concern still continues, speak to the Managing Director.

#### **Relating to Activities:**

Speak to a Social Activities Coordinator, Reception or Student Services.

If the concern still continues, speak to the Finance Director.

If the concern still continues, speak to the Managing Driector.

#### Relating to Visas or Finance:

Speak to Reception or Student Services. If the concern continues, speak to the Finance Director. If the concern still continues, speak to the **Managing Director** 

## **Relating to Accommodation:**

Speak to your homestay provider or Student Services Accommodation Team speak to the student and the homestay provider (if necessary) to resolve the issue. For serious issues: the student is moved to a different homestay provider immediately If the complaint concerns a homestay provider, the Accommodation Team we will do a spot check visit. If the concern still continues, speak to the Finance Director. If the concern still continues, speak to the Managing













## b. Parents/Guardians / ETOs

Speak to the appropriate member of staff (see Complaints Flowchart) either via email or telephone.

If the concern still continues, speak to the Finance Director / Director of Studies.

If the concern still continues, speak to the Managing Director.

#### c. Homestay providers

- Homestay providers and students are encouraged to talk freely about any issue they consider important in order to maintain a positive atmosphere.
- Homestay providers are advised to bring to the attention of the Accommodation
  Team any concerns regarding any student(s) during any home visit or whilst a
  student is staying with them.

In case of any concern or complaint this is the procedure to follow:

Homestay providers express any concerns regarding the students' behaviour to the Accommodation Team.

The complaint will be recorded with the Accommodation Team advising the homestay provider about the best course of action. This may involve the homestay provider or Accommodation Team speaking to the student.

The Accommodation Team will monitor the situation and inform the homestay provider of the outcome.

If the concern still continues, speak to the Finance Director.

If the concern still continues, speak to the Managing Director.

#### 6. OTHER CONCERNS

Other concerns regarding the school, such as facilities, equipment and others can be communicated to any member of staff in reception. They will be pleased to help you to find a solution or point you in the right direction.

### 7. IF CAPITAL SCHOOL OF ENGLISH DOES NOT RESOLVE YOUR PROBLEM

If the problem is not resolved by CSE, CSE will refer the person(s) involved to <a href="www.englishuk.com">www.englishuk.com</a> or <a href="www.englishuk.com">www.quality-english.com</a> student complaints procedure.

If the individual would rather discuss any serious personal matters with an independent listener and/or in their chosen language CSE recommends calling Child Line on 0800 1111 or your own country's embassy - contact details available on request.













## **APPENDIX 1**

# **Complaints flowchart**



www.quality-english.com student complaints procedure. If you would rather discuss a serious personal If you feel your problem has not been solved by the school, go to www.englishuk.com or your own country's embassy – ask at RECEPTION. matter with an  $rac{ ext{independent}}{ ext{listener}}$  listener and/or in your first language you can call Child Line on 0800 1111 or Academic Department e.g. class/level **TEACHER** OF STUDIES DIRECTOR If at any time during your stay at Capital School of English you have any problems, questions or worries, please talk to a member of staff Welfare OF STAFF MEMBER ANY Who to speak to? SAFEGUARDING DESIGNATED PERSON Updated: March 2017 Activities **SERVICES** STUDENT LADO / MASH MANAGING DIRECTOR Visas/Finance The policy is reviewed on a periodic basis Applies to all students SERVICES STUDENT DIRECTOR FINANCE PROVIDER Accommodation ACCOMMODATION TEAM Homestay Providers Parents/Guardians/ETOs TOGETHER

@CAPITAL

| Green Study - Develop - Addison First point of contact If problem continues If problem persists SERVICES STUDENT 囹















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## **APPENDIX 2**

## **STUDENT ISSUE FORM**

NAME OF STUDENT: DATE:	STUDENT NUMBER: HOMESTAY PROVIDER:
	HOWESTAT TROVIDER.
STUDENT ISSUE	
RESOLUTION OF ISSUE	
STUDENT SIGNATURE	DATE//
STAFF SIGNATURE	
DIRECTOR'S SIGNATURE	DATE//







