

<b>Complaints Procedure</b>	<b>FUNCTIONAL AREA: WHOLE SCHOOL</b>
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

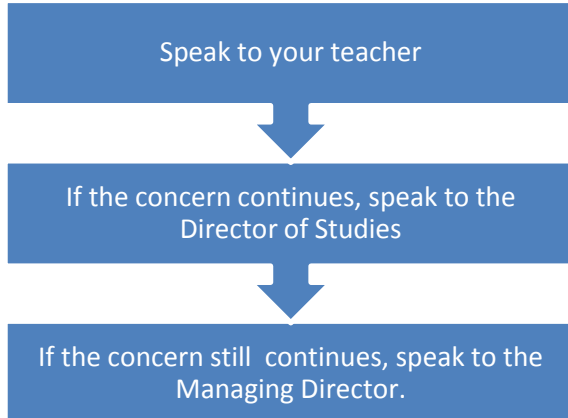
## Overview of the complaint procedure (for all sources):



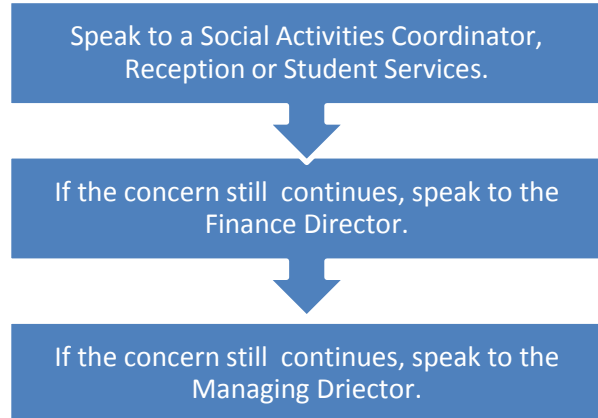
**a. Student (s)**

- 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.

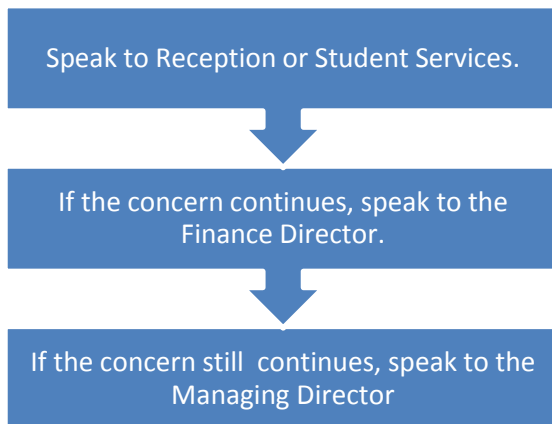
**Relating to the Academic Department (e.g. classes/level):**



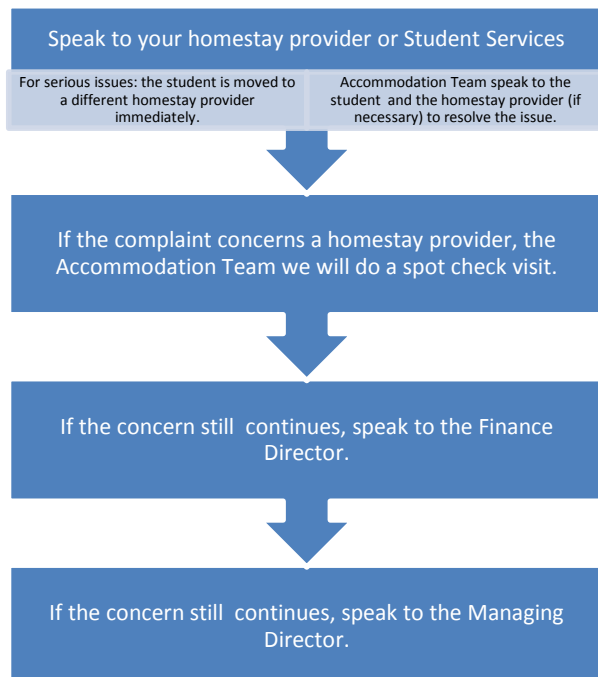
**Relating to Activities:**



**Relating to Visas or Finance:**



**Relating to Accommodation:**



## 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 [www.englishuk.com](http://www.englishuk.com) or [www.quality-english.com](http://www.quality-english.com) student complaints procedure.

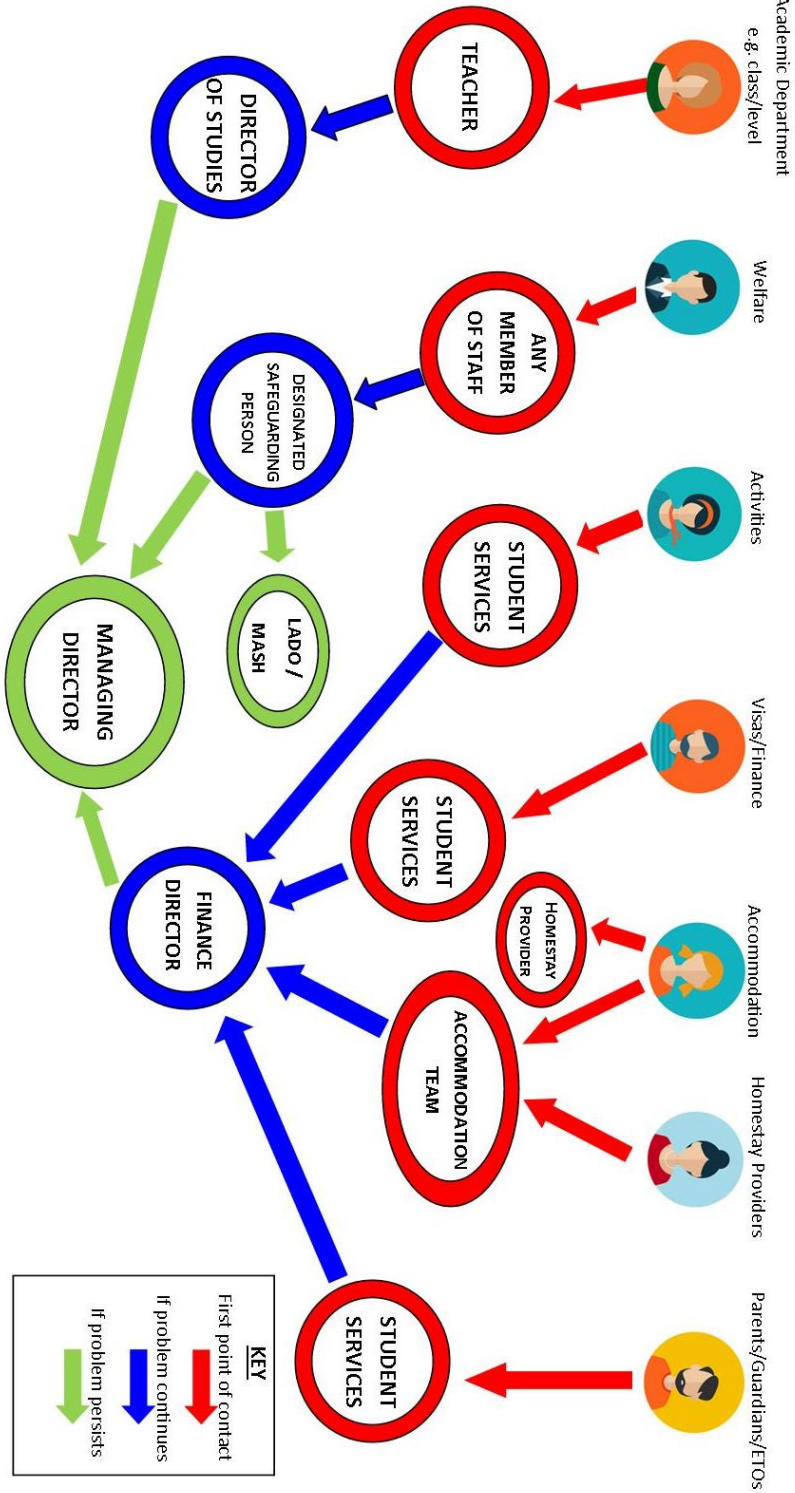
If the individual would rather discuss any serious personal matters with an independent listener and/or in their chosen language CSE recommends calling Child Line on 0800 1111 or your own country's embassy - contact details available on request.

**APPENDIX 1**

**Complaints flowchart**

<b>Who to speak to?</b>	<b>Applies to all students</b>
Updated: March 2017	The policy is reviewed on a periodic basis

**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**



If you feel your problem has not been solved by the school, go to [www.englishuk.com](http://www.englishuk.com) or [www.quality-english.com](http://www.quality-english.com) student complaints procedure. If you would rather discuss a serious personal matter with an independent listener and/or in your first language you can call Child Line on 0800 1111 or your own country's embassy – ask at RECEPTION.



**APPENDIX 2**

**STUDENT ISSUE FORM**

**NAME OF STUDENT:**

**DATE:**

**STUDENT NUMBER:**

**HOMESTAY PROVIDER:**

**STUDENT ISSUE**

**RESOLUTION OF ISSUE**

**STUDENT SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**STAFF SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**DIRECTOR'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_ / \_\_\_\_ / \_\_\_\_