

# STUDENT COMPLAINT PROCEDURE

## KEY DETAILS

Policy prepared by:	David Tompkins
Approved by board / management on:	29.03.2021
Policy became operational on:	12.04.2023
Policy reviewed/updated on:	16.10.2024

## POLICY STATEMENT

This policy is to ensure that making a complaint is as easy as possible, that it is dealt with promptly and to provide a quality service for all students. While it is important that there is a clear policy in place, at ILC, we believe that most problems that students may face at the College can be sorted out informally by discussing with a teacher, the Director of Studies or to one of the Reception staff.

## ACCOMMODATION ISSUES

Complaints regarding a student's accommodation are handled by Reception staff. Depending on availability and the nature of the complaint, a student can be moved up to 2 times to different homestay providers (if alternative accommodation is available).

## RECEPTION ISSUES

Complaints regarding Reception staff are dealt with by the Director of Studies.

## CLASS/TEACHER ISSUES

Complaints regarding the class or Teacher are handled by the Director of Studies.

## SAFEGUARDING & WELFARE ISSUES

Any complaints that affect a student's safety, welfare or personal wellbeing are dealt with by the Designated Safeguarding Lead (DSL), who is usually the Office & Student Services Manager to be found on Reception at Reception.

## COMPLAINT PROCEDURE STAGES

These are the following formal stages in our complaint procedure (which is stated in handbooks and throughout the college):

**Stage 1:** If you have a minor complaint or observation about your class, always try to **talk to your teacher first**. They need to know what you have enjoyed or what they could change in order to meet your needs. If it is about the school in general, feel free to speak to the Director of Studies or to the Office & Student Services Manager.

**Stage 2:** If you are not satisfied with the response of your teacher, you can **make an appointment with the Director of Studies** who will try to see you as soon as possible and help you.

**Stage 3: Speak or write to the Regional Director.** Reception staff will be able to provide you with their contact details.

**Stage 4:** If you still feel that your problem has not been resolved satisfactorily, you can **write to English UK** (The Chief Executive, English UK, 219 St John Street, London, EC1V 4LY) or **email them at [complaints@englishuk.com](mailto:complaints@englishuk.com)**. Stage 4 is a last resort and is a result of the school's unsatisfactory dealing with your complaint. The British Council will not deal with your complaint unless you have gone through the previous stages.

At any stages of making a complaint, a private room can be requested to discuss the complaint.