

Queens' English Language School Complaints Policy and Procedure

Our Policy:

- We listen to all complaints and suggestions.
- We enable staff and students to be able to make complaints and suggestions.
- We aim to resolve problems in the best way possible.
- We use complaints as an opportunity to review and improve the service we offer.
- We consider and, if practicable, act on suggestions.
- We provide an opportunity at Staff Meetings for staff to bring up any issues
- We provide information on the school Complaints Procedure to students in their information packs
- We provide all students with an opportunity to give feedback (including complaints and suggestions) using questionnaires regularly and when appropriate
- We feed back all information gathered to staff and act on any complaints, and where possible, suggestions.
- We speak/contact any students making a negative comment within 24 hour
- The Senior Management review all student comments and act on suggestions where possible

Our Students Complaints Procedure is:

- We hope that you will be happy with the school and accommodation.
- In the event of an unsatisfactory situation arising, please ask to speak to the School Principal in the first instance. In most cases, this is enough to resolve the problem.
- However, if you wish to make a complaint, we have the following procedure:
- If the Principal cannot resolve matters immediately, she will ask you to put your complaint in writing. You will receive a written response within 5 working days.

How Students Complaints Are Dealt With:

- **Teachers and Teaching:**
- Where possible, we ask students to see their teacher if they are unhappy with their class or level. However, if they are embarrassed, or the problem is with their teacher, they can speak to the Principal, who will inform them of proposed action (see below). She will then invite them to come back a week later to see if matters have improved.
- The Principal will discuss the problem with the teacher concerned, and identify possible solutions. If necessary, she will observe a lesson, with a second observation if deemed necessary.

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- If the problem is due to a personality clash, it may be possible to move the student to another class at the same level.
- All the above stages are documented.
- Where possible the Principal will provide a teacher with as much support as possible, for example setting up a peer observation programme, helping with lesson preparation and conducting regular developmental observations. However, if matters do not improve, and the teacher continues to have problems with all classes, they will be asked to leave (following the necessary disciplinary procedure), or, if a short term, temporary teacher, their contract will not be renewed.
- For serious complaints, the student is asked to fill in a complaints form which will be made available.
- **Accommodation**
- The school does not provide accommodation

I confirm to have received and read the document.

Name:

Date: