

Students Complaints Procedure

Policy and Procedure

ILS English is continually looking to improve, and it is only by listening to members of the school about their criticisms or suggestions that we can hope to improve. Everyone has the right to express their views as long as the equal rights of others are respected. If you are unhappy or are having any problems please tell us immediately.

Introduction

These procedures are here to help you resolve any problems or complaints you may wish to raise.

The main aim is to achieve a satisfactory outcome.

All staff members are responsible for the effective operation and implementation of this policy and procedure.

Helpful Hints

- Contact the ILS English Office if you are not sure how to tackle the problem.
- When following this procedure, you may choose to take someone with you for support and to act as a witness if necessary.
- Keep a note of the discussion you have at each stage along with the dates.
- Keep copies of any relevant documents.

Procedures

- Any problems relating to your English course will be dealt with by your academic teacher or the Director of Studies or Assistant Director of Studies. They will listen, discuss your problem and try to resolve the issue fairly. If you would like to take further action, the DOS/ADOS will write down your concerns, discuss the matter with the Senior Management Team and come back to you with an answer as soon as possible (usually within 24 hours).
- If there are any problems with your accommodation, please speak to the Accommodation Officer or Student Services/Welfare Officer in the office. They will listen, discuss your problem and try to resolve the issue as soon as possible. If there is no immediate answer they will write down your concerns and come back to you with an answer as soon as possible (usually within 24 hours).
- If you would like to make a complaint about any other issue, please speak to the staff in the office who will write it down and pass it onto the most appropriate person to deal with it.
- You will also have the opportunity to give us feedback at the end of your course.

If you are still not satisfied, you can approach English UK or the British Council.

Contact Details for English UK are: info@englishuk.com

Contact details for the British Council are: general.enquiries@britishcouncil.org