

COMPLAINTS (SUMMARY)

Aim

To ensure that students' views and complaints are heard by the appropriate staff members and that a suitable response is given in the shortest possible time, with the additional aim of using the feedback to improve our service to students.

Policy

1. All complaints, however small, must be treated seriously by staff.
2. All complaints must be dealt with speedily, with a response given to the student within 24 hours.
3. While every effort should be made to resolve complaints in their initial stages, there should be a clear route for complaints, to include escalation of the complaint to an external body.
4. All complaints must be recorded in the Complaints Folder on the P:Drive (P:/Reception/Complaints Resolution/Complaints Log).
5. Students should be offered an optional complaints form to complete, with the help of a staff member, if necessary.
6. All complaints relating to academic issues (for example, about specific teachers) must be passed on to the Director of Studies. Reception staff should not attempt to resolve academic complaints.
7. Where complaints are about the quality of teaching, the Director of Studies must maintain an impartial position until both the student's and the teacher's views have been heard.
8. Non-academic complaints must be passed on to the relevant department.
9. If an under 18 student makes a complaint and there are any concerns about the student, this must be referred to a Child Protection Officer. (See also Child Protection Policy).
10. All students and staff should be given clear information on our complaints procedure, which is also displayed on our website.
11. Complaints should be used along with other sources of student feedback to improve our service to students.

Stages of complaints

The initial complaint may go to the teacher or reception staff. If not resolved and the student wishes to pursue the complaint, it should be escalated to the next stage in this order:

1. Relevant department head/staff member: academic; accommodation; welfare; study centre; child protection officer; buildings; IT, finance; marketing
2. Principal: All information from the student and staff member(s) will be assessed by the Principal, who will aim to resolve the problem.
3. External bodies: English UK, 219 St John St, London EC1V 4LY. English UK is the national association of accredited English Language centres. They can provide impartial mediation between the school and student. If this is unsuccessful, it will be referred to the independent Ombudsman. Malvern House will comply with their recommendations.

Responsibility:	Principal & General Manager (Kris Hall), Director of Studies (Oliver Hart);
Documents:	Complaints form (P:\Reception\Complaints Resolution\ complains, suggestions, comments) Accommodation feedback form / questionnaire Complaint Log (P:\Reception\Complaints Resolution\Complaints Log) Complaints guidelines (P:\Reception\Complaints Resolution\Student complaints Guidelines for student services)
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