

# Feedback and Complaints Procedure

We ask you to fill the following questionnaires during your stay:

First Impression Questionnaire (1<sup>st</sup> week day 3 or 4)

Final Questionnaire (last day)

(some of you who are studying for a longer time will be asked to fill in interim questionnaires some studying just a week will receive one)

## 1. First Impression Questionnaire .

This is very early .. You may not be sure. Put down what you feel . We ask you about lessons, homestay host and social programme.

All College department managers check the questionnaires.

If A or B ....We think all is o.k..

If D or E .... We will ask to see you to discuss this urgently .

If C /or if you have made a negative comment ... We will ask to see you. \*

\*Very often 'C' means 'I have only been here 2 days, I am not sure.'

We still would like to see you. If only to say.... "If you do have a problem, I am here"

If you have come through an agent, we may contact them if the matter is serious.

### 'Open Door Policy'

Students have direct access to the Academic Management, Client Services and the Accommodation Officer, so that routine problems may be addressed and resolved.

We hope that problems can be dealt with on the spot. Significant problems are shared immediately with the agents to keep them/ the sponsors/parents informed, and to involve agents/parents/sponsors in any decision-making process wherever possible.

**If it is felt that the client has a just cause for complaint, whether against the College or its representatives, then the College Management will exercise their discretion in consideration of any such case.**

## 2. Final Questionnaires

The questions are similar. A negative Final Questionnaire is worrying for us. If you are worried about any part of your stay

- classes, accommodation, social programme, **please come and talk to us.** We will do our best to help.

Please feel free to comment on anything on your Final Questionnaire. You may complain to your agent or the College after you have left.

We will investigate these complaints and discuss them with you or your agent.

## 3. Steps in the Complaints procedure

- 1) We aim to see you within 24 hours
- 2) We will talk to you
- 3) We will take action.
- 4) If this does not help, you may see the line-manager of that department
- 5) If this does not help, you may see the College Management
- 6) He will give you a written answer, if you want one.
- 7) If you are still not happy you can contact the British Council who will act for you.

British Council web site — see below

(<http://www.britishcouncil.org/accreditation-students-complaints.htm>)

and write to: The Chief Executive, English UK,

219 St John Street, London, EC1V 4LY

Or e-mail: [tony@englishuk.com](mailto:tony@englishuk.com)

## Complaints Procedure Juniors

If you have a complaint or a problem, please tell us as soon as possible. It may be that if you wait, a little problem becomes a big problem.

1

Are you part of a group? Speak to your Group Leader and they will act for you.

Are you not part of a group?, Speak to your CLAS coordinator

Your main contact is your CLAS coordinator but please feel free to approach anyone in Reception at any time.

We try to solve any problems as quickly as possible and/or explain why things happen.

2

Have you spoken with CLAS coordinator Are you still not satisfied? Ask to see the College Management .

3

Don't want to do 1 or 2? – perhaps feel shy or embarrassed....

Contact your parent or guardian or your agent and ask them to act for you.

4

Are you or your parents or guardian(s) still not satisfied?

Use the British Council's complaints procedure.

Details of this procedure are to be found on the following web site page:

**<http://www.britishcouncil.org/accreditation-students-complaints.htm>**