3. COMPLAINTS POLICY & PROCEDURES

POLICY

The directors of ISC are committed to ensuring that all students, staff and leaders are entirely satisfied with our courses. All complaints will be listened to fairly and the directors will make all reasonable attempts to resolve justifiable complaints as quickly and effectively as is reasonably possible.

RESPONSIBILITY

Course Directors, Director of Studies (DOS), Activity Director (AD) and staff.

RELATED DOCUMENTS

CI03 Client/Staff Concerns Form
T11 Student Moves Form

PROCEDURES

Students

- If a student has a complaint about any aspect of the lessons, they should raise the issue with their teacher.
- If the teacher cannot resolve the issue, the matter should be referred to the DOS. The DOS will involve the relevant Group Leader (where applicable) and/or the CD if necessary, to resolve the complaint.
- If a student has a complaint about the activities, this should be taken to the Activity Director.
- A complaint about accommodation or food should be taken to the directors, who will consult with Bloxham to resolve the issue. Bloxham's 24-hour maintenance team are available throughout the summer to deal with any boarding house issues. The ISC directors meet with the Bloxham team several times a week.
- In all instances, the member of the ISC management team concerned will involve the group leader and CD as necessary, in order to resolve the matter.

Group Leaders & Staff

If a group leader or a member of ISC staff has a complaint about the accommodation or food, this should be reported to one of the ISC directors, who will consult with Bloxham to resolve the issue.

If a group leader has a complaint about the teaching or a student's level of class, his/her first recourse should be to raise the issue with the Director of

Studies. If the student wishes to move up/down a level, the Director of Studies will ask the teacher to monitor the student during their next lesson and if appropriate, the Student Moves Procedure (T11) will be followed and the GL and teaching staff will be notified. The DOS will aim to resolve the complaint and will consult the CD if necessary.

If any staff members have concerns regarding their working hours, roles or treatment by a colleague, this should be reported immediately to one of the ISC directors. Please see ISC's Grievances Policy.

Recording information

All valid complaints that involve **extraordinary action** will be recorded on the Client/Staff Concerns Form (CI03) and the relevant parties will be notified. Any serious customer concerns will be discussed with the agent/parents.

Website Feedback Form

If anyone with a concern would prefer to make a feedback suggestion on the website, there is a specific form where they can do this. Any suggestions made are immediately forwarded to the course director. ISC senior management are committed to resolving issue as soon as possible and sometimes this may be the fastest way to bring the matter to our attention.

The link to the feedback form is given in the student welcome talk, the GL welcome pack, and staff handbooks.

Complaints to English UK

International Student Club is part of English UK, the national association of accredited English language teaching centres.

We hope that by talking to one of the ISC directors, student complaints will be immediately resolved. However, if the complainant is still unhappy, they can contact English UK, who independently handle complaints regarding a member school.

You can send your complaint by email to complaints@englishuk.com. English UK will speak to both the complainant and ISC to try and find a solution that everyone is happy with. The email must be written in English and by the student, or their family, not an agent.