

Updated: March 2019

Next Review: March 2020

COMPLAINTS POLICY AND PROCEDURE

Statement:

Express English College aims to listen to all complaints, both formal and informal and try to address the concern in the most suitable way. We will make sure that

- We inform all students about the complaints procedure on the induction day.
- We give chance to the students to raise concerns if any through 1-1 meetings, Early days questionnaires, tutorials and End of course questionnaires,
- We follow appropriate procedure involving relevant managers if a complaint is made.

Students Complaints Procedure

We identify two types of complaints that are complaints relating to the academic issues and complaints relating to non-academic issues

If you want to make a complaint, please follow appropriate procedure.

Complaints relating to academic issues

- If you are unhappy about any aspect of your course, class, level, teaching materials, books, talk to your teachers about it. If you feel that you cannot talk to your teacher because the complaint is about her, you can speak to the Academic Manager.
- The Academic Manager will talk to the teacher on the problem and try to resolve the problem. The Academic manager/ Assistant academic manager will provide appropriate support to the teacher where essential.
- If you are still not happy with the result then you can complain to the CEO using the complaint form.
- CEO will try to resolve any complaint within 7 working days.

Complaints relating to non academic issues

- If you are unhappy about any other aspect of your stay such as accommodation, administrative staff, leisure programmes, then you can talk to the welfare manager.
- The Welfare Manager will listen carefully to your complaint and try to resolve your concern as quickly as possible.
- Welfare manager will work with the concerned party, staff, students or host families in order to make things better for you
- If you are still not happy with the result, then you can complain to the CEO in writing using the complaint form.