

# Complaints Procedure

## Principles

International House Torquay is committed to providing clear lines of communication for students to voice complaints and suggestions. The school will make every effort possible to resolve any complaints received by students quickly, fairly and without discrimination. Complaints are viewed as an opportunity to review and improve the services offered by the school.

## Procedures – Students’ Complaints - Pastoral

Any student wishing to make a complaint regarding any pastoral issues should, in the first instance, address his or her complaint to Sandra McCord, the Designated Safeguarding Lead (DSL). If she is unable to deal with the problem, the complaint will be passed on to the relevant person.

Where possible, action will be taken to resolve the complaint and where necessary, procedures will be amended to satisfy the complaint. Where no action is taken, the student making the complaint will be advised of the reason for this. A full record of the complaint and any action taken will be kept by the DSL.

## Students’ Complaints -Teachers and Teaching

Where possible students are asked to see their teacher if they are unhappy with their class or level. If you prefer not to speak to your teacher, any academic issues should be addressed to the Academic Manager. The matter will be discussed with the teacher and possible solutions identified. The Academic Manager will check after a suitable length of time that the problem has been resolved. If a student is still unhappy, he/she may be moved to another class. The Academic Manager will provide the teacher and student with as much support as possible.

## Accommodation

Complaints about accommodation should be made to Laura, the Groups Co-ordinator, who will try and resolve the matter by speaking to the accommodation provider and explaining the problem. If this is not possible a change of accommodation will be offered. For serious complaints the student will be asked to put the complaint in writing and the matter will be treated with extreme sensitivity.

## Unresolved Issues

In the event of a matter being unresolved an external independent adjudicating panel can be set up with a legal representative and English UK support member.

In this case the complaint should be put in writing and sent to **The Ombudsman, English UK, 47 Brunswick Court, Tanner Street, London SE1 3LH** [info@englishuk.com](mailto:info@englishuk.com)

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