

Last updated by: Charlotte Fisher

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Policy renewed at least annually, or as required according to changes in procedures or legislation. The policy is available on the Europa website.

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Responsibility for implementation: Danielle Marshall and Indea Mann

### **Complaints Procedure – Summer Centres**

We want to do all we can to ensure that all our customers enjoy their stay with us. However, if you have a complaint or concern, please talk to a member of staff. Our objective is to handle and manage complaints from different sources in the best possible way to improve your stay. Complaints can be expressed verbally or in writing. There are defined steps to be followed to handle complaints depending on the source of the complaint:

- 1) Student(s)
- 2) Parents/Guardians
- 3) Agencies
- 4) Host families

#### **1) Complaints from student(s):**

Students are informed about the complaints policy with their travel documents and in their Welcome Meeting upon arrival. The procedure is also part of their Welcome Pack. It is also displayed on posters around the school.

Students are encouraged to try to resolve minor problems or concerns in the first instance through discussion with their responsible Supervisor in the TTT (Time to Talk) sessions.

Concerns and complaints relating to classes need to be forwarded to the Lead Teacher.

Concerns and complaints related to host families, need to be forwarded to the Accommodation Officer (AO).

All other concerns and complaints will be dealt with by the Centre Manager and Centre Administrator.

All concerns that cannot be solved immediately are taken down in a complaint record. The complaint, the plan of action and the results will be logged in the complaint record and sent to the head office on a regular basis once per week.

Depending on the urgency of a complaint, action needs to be taken within 24 hours after receiving the complaint.

All parties are informed of any follow up required concerning the complaint raised.

## **2) Complaints from Parents/Guardians:**

Parents/Guardians usually complain to the head office. From there the complaint will be forwarded to the Centre Manager/Centre Administrator.

Action is to be taken within 24 hours after receiving the complaint and a report is written to head office so that they can inform the parents/guardians about any follow up action taken. In urgent cases, the Centre Manager will talk directly to parents/guardians concerning a complaint. The head office will ask the parents/guardians for feedback after the process.

## **3) Complaints from Agencies:**

Agencies complain to the head office or to the Centre Manager via their Group Leaders. Complaints to the head office will be forwarded to the Centre Manager/Centre Administrator.

Action is to be taken within 24 hours after receiving the complaint and a report is written to record all actions taken. The agency making the complaint is informed about any follow up action taken to solve the problem.

In urgent cases, the Centre Manager will talk to the agency directly. The head office will ask the agency for feedback after the process.

## **4) Complaints concerning Host Families:**

Both host families and students are encouraged to talk freely about any concerns or problems arising. However, sometimes they need help with this process.

Host families and students can express their concerns to the local Accommodation Officer. He or she will advise the host families about the best course of action. If necessary, he will take another team member of staff to talk to the student.

The Accommodation Officer will follow up on the outcome and write a report that is kept by the Centre Administrator and forwarded to the head office with all other complaint records.

### **Complaints Procedure ESE – Year Round School**

Students are informed about what to do if they have a complaint as part of their Welcome Pack. It is also displayed on posters around the school.

Students are encouraged to try to resolve minor problems or concerns in the first instance through discussion with their teacher, Academic Manager or with the operations manager.

Concerns and complaints relating to classes need to be forwarded to the Academic Manager.

Concerns and complaints related to host families, need to be forwarded to the Accommodation Officer (AO).

On the rare occasion that a complaint cannot be resolved informally students are asked to put their complaint in writing and it will be forwarded to the General Manager. All written complaints will be kept on file and any action taken in response will be recorded. Depending on the urgency of a complaint, action needs to be taken within 24 hours after receiving the complaint.

All parties are informed of any follow up required concerning the complaint raised.

### **Complaints concerning Host Families:**

Both host families and students are encouraged to talk freely about any concerns or problems arising. However, sometimes they need help with this process.

Host families and students can express their concerns to the local Accommodation Officer. He or she will advise the host families about the best course of action. If necessary, he will take another team member of staff to talk to the student.

We try and resolve all complaints informally but students or hosts may wish to put their complaint in writing. If they choose to do so the AO will forward the written complaint to the General Manager. All written complaints will be kept on file and any action taken in response will be recorded.

Should any party not be satisfied with our solution or explanation, they can contact English UK to act as an intermediary by telephone on +44 (0) 20 7608 7960 or by e-mail to: [info@englishuk.com](mailto:info@englishuk.com)