

International Language Centre **Internal Student Complaints Procedure**

1. International Language centre – Commitment regarding complaints:

1.1 We want our students to be provided with the best quality service, therefore we encourage our students to bring forward any complaints.

1.2 When raising a complaint, students must have made sure that they have behaved according to our centre regulations.

1.3 We aim to handle any complaint in a way which:

- Encourages informal settlement
- Is fair to all
- Treats complaints seriously and with understanding
- Is dealt with quickly and effectively
- Helps the centre learn from each experience

1.4 Every effort will be made to make sure your complaint is dealt with immediately, and with fairness to all sides.

2. Before a complaint is made:

2.1 If you are considering making a complaint, or need help with further information, you can seek help from the following people:

- Your Tutor
- Student Welfare Officer
- Member of Administration

3. How to make a complaint:

3.1 This procedure will help you understand what areas can be complained about.

3.2 The following list gives examples of the type of complaint covered by this procedure:

- Misinformation about academic programmes
- Poor teaching or supervision
- Not enough facilities
- The behaviour of a member of staff
- The behaviour of another student

4. Informal Complaint Stage:

4.1 Wherever possible, issues of concern should be raised immediately with the member of staff who is responsible or with one of the support services such as those listed below, to resolve the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

- Your Tutor
- Student welfare officer
- Member of Administration

4.2 The Informal Stage will generally be an oral process and a written record will not be made, but any staff involved will be encouraged to share the experience where the effectiveness of the centre or their section could benefit.

4.3 If you are still not satisfied with the response to your complaint, you should use stage 1 of the formal procedure outlined below (section 6).

5. Complaint Process and Results:

- a. You will be asked to tell us what type of action you are seeking. Such actions might include: change in practice, compensation, or disciplinary action against a student and/or a member of staff.
- b. The centre will ensure that the complaint result will be treated confidentially; only sections of the centre that are related to the complaint will be informed.
- c. If a complaint refers to matters or allegations that are, or that become, the subject of an appeal against an academic decision, the academic appeal will be completed before the completion of the student complaint.
- d. If a complaint raises allegations of inappropriate behaviour by another student, these allegations will be referred to the Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the outcome of the Complaints Procedure. Details of the consideration or outcomes of any disciplinary proceedings will not be reported to the original complainant.
- e. If a complaint results in allegations about the conduct of a member of staff, these allegations will be referred to the Centres Staff Disciplinary Procedures. Referral of these allegations to the Disciplinary Procedures will be the outcome of the Complaints Procedure. Details of the consideration or outcomes of any Disciplinary proceedings will not be reported to the original complainant.
- f. Anyone making unwarranted and unsubstantiated allegations concerning the conduct or reputation of members of staff may be subject to disciplinary proceedings because they have harmed or attempted to harm, the good order and discipline of the centre and/or brought the centre, its staff or students into disrepute.

6. STAGE 1 Complaint: CENTRE-LEVEL

6.1 There will be occasions, where the above process is inappropriate to deal with a complaint and a formal complaint will have to be logged. In this case, you should write to the Operations Manager or Director of Studies, making it clear that you are raising a formal complaint.

6.2 The complaint must be specific and documentation of all relevant details must be clearly written. Such details include:

- your name and address
- any relevant documentation
- dates, locations, and witnesses as appropriate

You should also detail any previous unsuccessful attempts at an informal resolution. Finally, you must state what remedy you seek or what reasonable steps you would like to be taken to resolve the complaint.

6.3 You should expect to receive an acknowledgement from the Operations Manager or Director of Studies of your written complaint within five working days. It is our aim that most complaints under Stage 1 should be resolved within 28 working days. You will be informed if there is likely to be any delay in the process.

6.4 A meeting will be arranged between you and the Operations Manager or Director of Studies or other appropriate authority to discuss the matter. You may, if you wish, be accompanied by a fellow student or past or present member of staff acting as a friend. A written record of the proceedings will be made by the Operations Manager or Director of Studies who will also take responsibility for arranging the meeting.

6.5 A written record of the meeting will be made by the Operations Manager or Director of Studies. You will then be notified in writing of the result of your complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Operations Manager or Director of Studies of the section concerned shall notify the appropriate person(s) internal or external to the centre, without undue delay.

6.6 If you are not happy with the results, you are entitled to appeal. During the appeal, students must indicate which part of the results they are not happy with and what outcome they require.