

Complaints Procedure: International College

At St Clare's we aim to **provide the best possible experience for learners** on all our courses. This includes ELT and academic courses at the International College year-round, specialist short courses throughout the year and summer adult courses.

We recognise that there may be times when you are not happy with the service and wish to make a complaint about:

- our **policies** and **procedures** (available on the website); or
- our **programs** (academic, accommodation, activities, welfare); or
- the **people** at St Clare's (the members of staff or your fellow students).

(Please note: if you are under 18 years of age your parents or your agent may be involved at any stage of the discussions.)

What to do if you have a complaint

Step 1:

Tell a member of staff about your question or complaint **immediately** so that we can begin to solve it in a **friendly and effective** manner.

- If it is an academic matter, speak to your teacher or the Director of Studies.
- If it is a non-academic matter, speak to the Accommodation and Welfare Officer or Operations Director.

We investigate the circumstances **informally** and, where possible, find a solution to the problem.

Step 2:

If you are not satisfied with the answer, please contact the **Director of the International College**.

A **formal meeting** will be held to investigate the circumstances of the complaint and will confirm the decision in writing within 48 hours.

Step 3:

If you are not satisfied with the response to your complaint, you should write to the Principal of St Clare's. (Your parents or agent may help you to write this letter.)

We will **investigate the complaint again** and will issue a written response within 28 days.

Step 4:

If you remain dissatisfied with the response from St Clare's, you are welcome to contact your 'home institution' or university, or one of the following external organisations that accredits courses at St Clare's:

English UK under the Accreditation UK Scheme; the Independent Schools Inspectorate for Private Further Education; or IALC (International Association of Languages Centre's). The official accrediting organisation will try to help you and the college to reach an agreement.

If this fails, you may take your case to the Ombudsman (an independent judge) who will take a decision which both you and the college must accept.