

Complaints Procedure: Summer Schools & Short Courses

At St Clare's we aim to **provide the best possible experience for learners** on all our 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 **programmes** (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 office team, your Warden/House Parent or the Welfare Managers.

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 Summer Schools and Short Courses** by e-mail simon.talbot@stclares.ac.uk to book an appointment.

A **formal meeting** will be held to investigate the circumstances and a written response will be made to your complaint 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 one of the following external organisations:

Organisation	Link to Complaints Procedure	Contact E-mail Address
British Council	Click < here >	accreditation.unit@britishcouncil.org
English UK	www.englishuk.com/complaints	complaints@englishuk.com

If after contacting these external bodies you remain unhappy, you may take your case to the **Ombudsman** (an independent judge) who will make a decision which **both you and the college must accept**.