



# **COMPLAINTS & SUGGESTIONS POLICY & PROCEDURE**



## 1. Introduction

Weymouth English Centre ("the school") aims to provide a professional and high level of service in everything it does. We have procedures in place to ensure that consistently high standards are maintained. We have extensive induction procedures for all new members of staff as well as refresher training for existing members of staff.

We value feedback and suggestions from students, parents and others involved with the School's work and we regularly review our policies and procedures to take such feedback and suggestions into account.

We recognise that there may be times when students, parents or others are not satisfied with the level of service they receive.

This document sets out details of how students, parents and any others involved with the school's services can make suggestions or complaints.

## 2. Suggestions: the Policy

The school welcomes suggestions from students, parents, staff, partners and all others involved with the school's work.

## 3. Suggestions: the Procedure

Anyone wishing to make a suggestion may do so in any form and at any time they wish. This can be verbally to a member of staff, by email to a Weymouth English Centre email address, by telephone or post. As the school's staff are very busy while the courses are running, the school recommends that suggestions are best made by sending an email to [Kate@weymouthenglishcentre.com](mailto:Kate@weymouthenglishcentre.com) or [Chris@weymouthenglishcentre.com](mailto:Chris@weymouthenglishcentre.com). All suggestions received in this way will be acknowledged and the sender will be informed as to the outcome.

## 4. Complaints: the Policy

If a student, parent, member of staff or any other person is not satisfied with any aspect of the school's work, the school will investigate the matter and try to resolve it.



## 5. Complaints: the Procedure

If anyone is not satisfied with any aspect of the school's work, they should first approach the person responsible to make them aware that there is a problem and give them time to put it right (e.g. if a student is not satisfied with his/her lessons, they should approach their teacher).

If they are still not satisfied, they should contact one of the following people. You can normally find them in room L205 or you can contact them by email:

Christopher Hills, Centre Manager. Email: [chris@weymouthenglishcentre.com](mailto:chris@weymouthenglishcentre.com)

Kate Cragoe, Course Coordinator. Email: [kate@weymouthenglishcentre.com](mailto:kate@weymouthenglishcentre.com)

If the person is still not satisfied, they should contact English UK, 219 St John Street, London, EC1V 4LY with full details of the problem.

## 6. Policy Review

This policy was prepared by Christopher Hills, director and designated safeguarding lead.

The policy will be reviewed every 12 months or earlier if there are changes in relevant legislation or in response to any significant incidents or changes in circumstances. All members of the safeguarding team will be involved in the review. All other members of staff as well as group leaders will be invited to give feedback and suggestions.

Last reviewed: September 2021

Next review due by: September 2022