



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 verbally, by email or by telephone. In-person suggestions can be made to any staff available and especially, those who have the opportunity to make use of the suggestion and improve the service the students receive. Suggestions can vary in the level of formality from a helpful comment to a teacher or activity leader to emailing the Centre Manager on peter@weymouthenglishcentre.com or make a phone call to him on +44 (0) 7598 130579. Formal suggestions will receive the appropriate response.

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 either in person or by email:

Activities: Holly Hudson, Activity Manager, activities@weymouthenglishcentre.com

Lessons: Vladimira Honsova, Director of Studies, academic@weymouthenglishcentre.com

Other: Peter Bodri, Centre Manager, peter@weymouthenglishcentre.com

If you are still unhappy after talking to your centre, you can email English UK and explain your problem. We will talk to you and your English language centre to try to find a solution that everyone is happy with. Please write your email in English and send it to complaints@englishuk.com. The email must be sent by you or your family, not your agent.

6. Policy Review

This policy was prepared by Peter Bodri, Centre Manager.

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: November 2022

Next review due by: November 2023