



**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) 1202 800596. 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:

WEC Activity Manager, activities@weymouthenglishcentre.com

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

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



In the unlikely event that you are still not satisfied with the result of your talk with WEC staff, you can contact English UK. Their address is: English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH. Email: info@englishuk.com Tel. +44 20 7608 7960.

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: December 2023

Next review due by: December 2024

