



Eurospeak Complaints Policy

Eurospeak English Language School takes all feedback and complaints seriously and will follow standard school procedures for dealing with them. We will respond to your feedback and any complaints you may have promptly and courteously, and communicate our response to your suggestions. We treat all complaints seriously and will endeavour to deal with them in a professional and timely manner.

If you are unhappy with any aspect of your education, you should speak to your teacher first.

If you feel that you cannot speak to your teacher, you can speak to one of the academic management team.

For complaints that are not related to your education you can speak to the school Director.

All complaints must be made individually and not as part of a group. Each complaint will be dealt with separately. Group complaints can lead to misunderstandings and can be intimidating for students and staff.

Procedure:

If you have a problem or complaint about your studies/class/teacher, speak to your teacher OR speak to the Director of Studies, who will ask you to complete a Complaints Form.

If you have a problem that is not related to your studies/class/teacher, speak to the Student Welfare manager.



Any complaints that cannot be resolved within a satisfactory manner, with a fair outcome for all parties involved will be passed to an external adjudicator to make a decision on the complaint.

The appointed external adjudicator is:

Mr. Dominic Stapleton – appointed 16th November 2015.

Email Address: dom.stapleton.59@gmail.com

Mr. Stapleton has extensive experience in local government and community governance, having been involved in, and led the field for more than 10 years. He is highly respected nationwide among clerks in the Society of Local Council Clerks (SLCC). He is the director of Dom Stapleton Associates Limited, which provides expert consultancy and training services to the local council sector, and an associate with the Local Government Resource Centre (LGRC). Mr. Stapleton is also a tutor and lecturer on Community Governance at the University of Gloucestershire. He has also worked for Didcot Town Council, Oxford City Council, the Foreign & Commonwealth Office (FCO) and the Royal Air Force (RAF).