



EUROSPEAK COMPLAINTS POLICY

Eurospeak Language Schools Ltd. 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.

This may include, (but is not limited to) complaints relating to:

- Your course or teaching provision, facilities and supervision;
- Finance and funding;
- Eurospeak's Professional and Commercial services.

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.

Eurospeak's Complaints Procedure cannot be used to challenge the professional academic judgment of examiners on the performance of students.

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 a student welfare officer.

Please also note that a related complaint cannot normally be made whilst an appeal or disciplinary action and/or a professional suitability case is in progress or pending. If a student does submit a complaint in these circumstances, it will normally be put on hold until the other process / processes have been completed. The student will be informed of this upon submission of their complaint. Following the conclusion of the other process / processes, the responsibility will be on the student to confirm that they still wish to have their complaint considered under the Complaints Procedure.

The complaints procedure is for the use of those students registered with the school.



Former students may use the procedure subject to the caveat set out in the 'Time Limits' (i.e. that the complaint must be brought within three months of the incident, matters or event of which you are complaining).

Complaints Procedure

As a student, if you want to complain about any part of your experience at Eurospeak, you should:

- Step 1.** Speak or write to your teacher or a Student Welfare Officer.
This person will try to resolve your complaint as quickly as possible. We promise to respond to you within 48 hours.
- Step 2.** If you are not happy with the response, you can speak or write to the Director of Studies via the school office.
The Director of Studies will respond to you within 48 hours.
- Step 3.** After that, if you are not happy with the response, you can speak or write to the school Director via the school office.
The Director will respond to you in writing as soon as possible. The Director may need time to make further enquiries or consultation in order to deal fully with your complaint.

Any complaints that cannot be resolved in 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).

Updated 15th October 2018 - APS