

# Complaints Procedure for Students

## Purpose

Atlas Language School is committed to providing a positive learning experience for all students. We take all complaints seriously and aim to resolve issues promptly, fairly, and respectfully.

This policy outlines the procedures to be followed if a student has a complaint about any aspect of their experience at Atlas Language School.

All complaints will be treated confidentially and handled in a fair, impartial, and timely manner. Students will not be disadvantaged in any way for raising a complaint in good faith.

## 1) Informal Resolution

Students are encouraged to raise concerns as soon as possible so that they can be resolved quickly and effectively.

### 1. Academic Issues

If a student has a concern about their lessons or an internal assessment mark, they should first speak directly to their teacher.

If:

- the student is dissatisfied with the teacher's response, or
- the student does not feel comfortable discussing the issue with the teacher

they should contact:

The Academic Manager - 1st Floor

### 2. Non-Academic Issues

Students may contact the appropriate department as follows:

- Accommodation: Accommodation Manager (Admin Office – Ground Floor)
- General Student Queries: Front of House Team (Reception)
- Welfare:
  - Front of House Manager (Admin Office – Ground Floor)
  - School Manager (Room 103 – 1st Floor)
- Admissions: Admissions Manager (Atlas Residence)

The relevant staff member will:

- Record the issue or complaint
- Propose a solution or take appropriate action
- Inform the student of the outcome

Most issues can be resolved at this stage.

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## 2) Formal Complaint Procedure

If the student is not satisfied with the outcome of the informal process, they have the right to submit a formal complaint.

This must be done in writing by completing a **Complaints Form** and submitting it to the relevant manager.

The written complaint should:

- Clearly explain the issue
- Include relevant details and dates
- Outline any actions already taken

The responsible manager will:

- Review the complaint
- Investigate as necessary
- Respond in writing within 5 working days of receiving the complaint

The response will:

- Outline the decision
- Provide reasons for the decision

The decision will be reviewed and agreed with a Director of Atlas Language School before being communicated to the student (both verbally and in writing).

## 3) External Appeal

If the student remains dissatisfied after the internal complaints process has been completed, they may refer the matter to an independent external body, such as the Equality Ombudsman.

The full Equality complaints procedure is available on the [Equality website](#).

Alternatively, students can go through the English Education Ireland (EEI) Independent Complaints Review mechanism by contacting [info@englisheducationireland.ie](mailto:info@englisheducationireland.ie).

## Confidentiality and Record Keeping

All complaints will be handled sensitively and, as far as possible, in confidence. Information will only be shared with relevant staff members involved in investigating and resolving the complaint.

A written record of all formal complaints, investigations, and outcomes will be kept securely by the school in accordance with data protection requirements. Records will be retained for an appropriate period for quality assurance and compliance purposes.