

At Atlas Language School, we aim to provide the highest quality service and we hope that you will enjoy your time with us, but if you do have any complaints at all, please let us know and we will work with you to resolve any issues you have.

If you are worried about something, no matter how small, it is very important that you tell someone about it. You can always talk to your teacher/activity leader or Group Leader. If the problem is with a particular member of staff or class then you should speak to the Centre Manager, Director of Studies or Activity and Excursion Manager.

## **WHO SHOULD YOU SPEAK TO?**

1. If you have a serious problem or complaint about accommodation, you should talk to the Centre Manager.
2. If you have a problem with your classes or studies, please discuss this with your teacher or the Director of Studies.
3. If you have a problem with any of the activities or excursions, please discuss with the Activity Leader or Activity and Excursion Manager.
4. For any other problems or complaints you can talk to the Centre Manager.

## **URGENT CONCERNS AND COMPLAINTS**

We will try to respond to your concern as soon as we can, particularly if the matter relates to:

- a) health and safety
- b) safeguarding
- c) emotional well-being
- d) conduct of a member of staff or fellow student

## **STAGE 1 - INFORMAL STAGE**

We respond to complaints or expressions of concern as soon as practically possible. We will try to resolve your concerns there and then as soon as you talk to us about the issue.

However, sometimes, it may be necessary to start a fact-finding investigation and speak to other members of staff and students about the matter before the situation can be resolved amicably to everyone's satisfaction. If additional time is needed to speak to other members of staff or students, we will respond within 24 hours. Students are asked to be patient while the situation is being resolved.

We will:

- Listen to your complaint
- Record your complaint
- Investigate your complaint, if necessary
- Discuss with you and agree a solution
- Check you are satisfied with the result

If you do not think the problem has been resolved, you can arrange to talk with a school director. You can do this by emailing one of the Directors, Nico Dowling <nico@atlaslanguageschool.com>.

Atlas Language School seeks to prevent general grievances and complaints escalating by ensuring that students are satisfied with their course, lessons, excursions and activities, their outcomes, the teachers and other members of staff. Staff members are expected to be fair, courteous, professional and helpful in all dealings with students. Any complaint about a staff member or programme **will be treated seriously, investigated thoroughly** and dealt with according to the merit of the complaint.

## **Advice on resolving a complaint before it becomes formalised:**

Students should always try to resolve the matter amicably, before the matter escalates to a formal stage. Staff are here to help you, but will not be able to do so unless you:

- Talk directly with the person concerned to resolve the problem
- Approach Centre Management for assistance in resolving the problem

However, if the problem is still not satisfactorily resolved, the student has the right to access the Formal Complaints Policy and Procedure. This involves putting the complaint in writing.

## **STAGE 2 - FORMAL COMPLAINT**

When initiating a formal complaint the student has the right to have another person (nominee) present at this and any ensuing stage of the process.

- The student must put into writing an explanation of the exact nature and reason for the complaint and send or present this to the Director. **(Complaints Form attached to this document as an annex and you can also request a physical copy from any member of management staff or your group leader)** You can send it by email to one of the Directors, Nico Dowling <nico@atlaslanguageschool.com>. We will assist the student to write their complaint in English if needed.
- Complaints may be made for academic decisions including those relating to: refusal of admission; refusal to allow the student to receive an end-of-course certificate; refusal of excused absence due to compassionate or compelling circumstances; exclusion or expulsion from the course.
- the Director will keep a record of this document and provide the student with a likely timeframe in which an outcome can be achieved.
- The Director may request a meeting between the student and the other parties involved. However, the student is not obliged to attend this meeting.
- The student should receive a written statement of the outcome and the reasons for this decision within 10 working days of lodging the complaint.

## **STAGE 3 - APPEALS**

All students considering a formal appeal to the Director's written statement of the outcome of the formal complaint must do so within 30 days of the decision by again writing to the Director. Students must be permitted to attend classes or undertake assessment without prejudice during the appeal process.

## Actioning Student Appeals

### Decision Supporting the Student

1. Where the appeals process results in a decision supporting the student, Atlas Language School will implement the required corrective / preventative action and advise the student of the outcome within 20 days.

### Decision in Favour of Atlas Language School

1. Any decision will automatically be in favour of Atlas Language School if the student has chosen not to access the complaints and appeals processes within 30 days of the written statement of the outcome.
2. Any decision will automatically be in favour of Atlas Language School if the student withdraws from the process.
3. When a decision is made supporting Atlas Language School, the student must receive a further full explanation in writing outlining the outcome and giving reasons why this decision was reached.

At Atlas Language School, all reasonable steps are taken to ensure you are given an equal opportunity to undertake lessons and assessment. You will be treated equally regardless of your sex, race, religion, impairments (physical, mental or illness), political beliefs, age, marital status, pregnancy or sexual orientation.

## Disabilities

Should you have special needs or require special equipment in order to make a complaint, you should make Atlas Language School aware of this as soon as possible by informing your group leader or management staff. Every effort will be made to accommodate your difficulties or impairment.

## Appeal to an Independent Body

If you are unhappy with the school's response, you can raise your complaint with the British Council Accreditation Unit. If you have made your complaint to Atlas Language School and it has not been resolved, and you would like to contact the British Council Accreditation Unit you can contact them at:

[Accreditation.Unit@britishcouncil.org](mailto:Accreditation.Unit@britishcouncil.org)

## COMPLAINTS FORM

This form is part of the formal complaints procedure and should only be completed after the informal complaints route has been fully explored. A copy of this form is available on request from the Centre Manager or Director of Studies..

### **Personal Details:**

Full Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Outline of complaint, including dates of actions:

What aspect are you unhappy with and why?

# Student Complaints Policy 2025

Please explain what steps you have taken, together with dates, to resolve your complaint informally (as per the Complaints Procedures):

Please explain why you are not satisfied with the response you have received from the informal procedure:

Please indicate, without prejudice, what outcome or further action you are expecting:

Declaration: I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_