**Complaints Procedure**

**Principles**

Torquay International School is committed to providing clear lines of communication for students to voice complaints and suggestions.

The school will make every effort possible to resolve any complaints received by the students during their stay, quickly and fairly and will ensure that there is no discrimination.

Complaints are viewed as an opportunity to review and improve the services offered.

**Procedures – Students’ Complaints - Pastoral**

Any student wishing to make a complaint regarding any pastoral issues should, in the first instance, address his or her complaint to the Welfare Officer/ the Designated Safeguarding Lead (DSL). If she is unable to deal with the problem, the complaint will be passed on to the relevant person.

Where possible, action will be taken to resolve the complaint and where necessary procedures will be amended to satisfy the complaint.

Where no action is taken, the student making the complaint will be advised of the reason for this.

A full record of the complaint and any action taken, will be kept by the Welfare Officer/ DSL.

**Students’ Complaints -Teachers and Teaching**

Where possible students are asked to see their teacher if they are unhappy with their class or level. If this feels difficult any academic issues should be addressed to the Academic Manager. The matter will be discussed with the teacher and possible solutions identified. The Academic Manager will check after a suitable length of time that the problem has been resolved. If a student is still unhappy, he/she may be moved to another class.

The Academic Manager will provide the teacher and student with as much support as possible.

**Accommodation**

Complaints about accommodation should be made to the Accommodation and Welfare Officer. Matters will try to be resolved by speaking to the homestay and explaining the problem. If this is not possible a change of host will be offered. For serious complaints the student will be asked to put the complaint in writing and the matter will be treated with extreme sensitivity.

**Unresolved Issues**

In the event of a matter being unresolved an external independent adjudicating panel would be set up with a legal representative and English UK support member.

In this case the complaint should be put in writing and sent to **The Ombudsman, English UK, 47 Brunswick Court, Tanner Street, London SE1 3LH** [info@englishuk.com](mailto:info@englishuk.com)

Reviewed: Jan 2019