

Complaints Procedure

Complaints at Rose of York are rare. In the event that a student of Rose of York has a complaint, there are two procedures, one for academic complaints (defined as complaints that refer to issues partially or wholly under the control of the student's teacher/teachers), and one for non-academic complaints (defined as all other complaints except those that refer to issues under the control of the student's teacher).

At Rose of York we pledge:

- to listen to all complaints, take them seriously and treat them confidentially whenever possible.
- to assess all complaints objectively and appropriately, including seeking independent evidence or corroboration of any factual information presented in a complaint whenever appropriate.
- to take the most appropriate course of action to deal with the complaint, considering the views of all parties involved.

Procedure for Academic Complaints

Academic complaints are rare, and most students are very happy with their teacher and lessons. However, if you have a complaint about the teacher or the lessons you should follow the procedure below. This includes complaints about the teaching methodology, the content / syllabus being taught, the classroom atmosphere and the quality of the teaching . If you feel your lessons are too easy, or boring, or you have problems working with other students, follow this procedure:

Stage 1 - Begin by discussing the issue with your class teacher. It's a good idea to do this after a lesson in private, if possible. If it cannot be resolved in this way, or you would prefer not to discuss it with your class teacher, please refer to stage 2.

Stage 2 - Ask for an **Academic Complaints Form** from reception, complete it and return it to reception in a sealed envelope. This form will be received and completed by the Director of Studies and put in the Complaints Logbook. You are entitled to see how the complaint is recorded and make amendments if you wish. Your complaint will be treated confidentially if possible. Note that in order to deal with an academic complaint the Director of Studies may need to discuss it with your teacher. If it is not necessary to do so, the Director of Studies will not inform the teacher which student made the complaint. If necessary, the Director of Studies will tell the teacher which student made the complaint. If s/he thinks it necessary, the Director of Studies will make an appointment to meet you, either to explain the course of action that has been taken, or to find out more information before proceeding.

Stage 3 - If you are not satisfied with the outcome of Stage 2, please make an appointment to meet the Director of Studies to discuss the complaint further. S/he will try to resolve the problem, taking more direct action if necessary. If the Director of Studies feels it necessary, s/he may make an appointment for you to meet the Managing Director to discuss your complaint.

Stage 4 - If you are not satisfied with the outcome of Stage 3, you should contact the independent ombudsman, English UK, to seek further advice. On the English UK website <http://www.englishuk.com>, you can download a Student Complaints Procedure Information Sheet.

Procedure for Non-Academic Complaints

If you have a complaint that refers to non-academic issues, including (but not restricted to) the school premises, accommodation issues, resources, and members of staff apart from a student's class teacher(s):

Stage 1 - Begin by speaking to the school's Non-Academic Complaints Officer informally (reception staff will tell you who this is). S/he can provide initial advice, or may be able to resolve the situation quickly and easily.

Stage 2 - If the issue cannot be resolved quickly, the Officer will suggest that you complete a **Non-Academic Complaints Form**. This form will be completed by the Non-Academic Complaints Officer and put in the Complaints Logbook. You are entitled to see how the complaint is recorded and make amendments if you wish. Your complaint will be treated confidentially if possible. Note that this may not be possible in some instances (for example, if you are complaining about your homestay accommodation and you are the only student staying there). The Officer may have further questions to ask you before proceeding. S/he will also make another appointment to meet you at a later date to explain the course of action that has been taken, and to find out if you are happy with the outcome.

Stage 3 - If you are not satisfied with the outcome, the Officer may take one of several courses of action, including making an appointment to meet the Managing Director to discuss your complaint. If, after meeting with the MD, you are still dissatisfied with the outcome you can contact the independent organisation English UK <http://www.englishuk.com> or the British Council <http://www.britishcouncil.org/> to seek further advice, or take the matter further with other relevant authorities. The Officer will always check with you before taking any of these courses.

Rose of York will keep records of all complaints. All complaints are private and confidential and Rose of York will secure any personal information we collect to prevent loss, misuse, unauthorised access or disclosure.