

## **Complaints Policy**

We take complaints very seriously and endeavour to deal with them as quickly and as efficiently as possible.

Our aim in dealing with any complaint is to:

1. Listen carefully and seriously. We will do this in private if it is appropriate, and you can always ask to have this meeting in private. This will take place on the same day that the complaint is made.
2. Direct you to the person most easily able to resolve the problem. If you'd prefer to talk in your own language we will endeavour to arrange this. We will endeavour to do this on the same day the complaint is made.
3. Explain very clearly, with plenty of time and in your language if necessary, what we are able to do to resolve the problem. If we are worried that you may not understand we will give you a written explanation. We will endeavour to do this on the same day the complaint is made.
4. Give you all the names and contact details of everyone in a position of authority in the school in case you want to take things further. We will endeavour to do this on the same day the complaint is made.
5. STAR Exeter is a member of English UK and is also accredited by the British Council. If you have a problem and feel you have reached the end of the procedure with STAR Exeter you can always contact either of these organisations. If there is a dispute and you contact the British Council, they will send the information to English UK for investigation. STAR Exeter will follow whatever ruling is made by English UK.

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